



### Job description

<b>Job title</b>	Customer Care Assistant (CCA)
<b>Reports to</b>	Senior Customer Care Assistant

#### Overall purpose:

As a key member of the surgery’s team, this role is responsible for creating a positive, welcoming, friendly and efficient environment for TPV customers and their pets; and in doing so, driving excellence in customer service and patient care. The degree of proactivity of this role has a direct correlation with the revenue of the surgery.

#### Duties and responsibilities

##### People

- Collaborating in a positive and professional manner with the whole surgery team to deliver best customer and patient care whilst adhering to TPV Practice Procedures Manual
- Taking direction from and liaising with the Senior Customer Care Assistant
- Demonstrating flexibility to share daily tasks and responsibilities amongst the CCA team

##### Operations

- Opening and closing the surgery
- Ensuring the reception and waiting areas are clean, tidy and welcoming
- Ensuring personal hygiene equipment in reception (eg hand sanitizers, wipes, masks) is well stocked
- Maintaining a good and varied source of information in the reception and waiting areas:
  - Leaflets up to date and fully stocked
  - Posters up to date and in good condition
  - Signs and notices up to date and in good condition
  - Price boards are up to date and in good condition
  - Video screens in operation throughout surgery opening times
- Using the practice management software for:
  - Booking appointments
  - Registering new customers
  - Processing payments

- Updating customer records
- Updating diary notes
- Taking payments at the time of appointment, for medication and for other products sold at surgery
- Cashing up at the end of the day
- Ensuring that necessary paper work is completed accurately and timely

### Customer

- Welcoming customers with their pets to the surgery in a friendly and courteous manner
- Initiating conversations with customers during their visit, efficiently dealing with their appointments and queries; creating friendly banter about their pets; offering refreshments and sharing details of the breadth of services available
- Answering incoming calls **as a priority**, answering queries where possible and taking messages and directing calls to other staff members only if the reason for the call cannot be answered directly
- Promptly responding to email and Petsapp enquiries
- Handling emergency cases appropriately by keeping customers and patients at ease before the arrival of the Veterinary Surgeon
- Dealing with difficult customers in a professional and courteous manner
- Recommending the Pet Health Plan and Vetsure insurance
- Ensuring customers and their pets are seated comfortably as they wait to be attended to by the Veterinary Surgeon or Veterinary Nurse
- Conducting pre-op and post-op calls
  - Confirming arrangements
  - Relaying information provided by the clinical team
  - Booking follow-up appointments

### Strategic Activity

- Supporting the Senior Staff and Leadership Team in promoting the strategic plan and the values of TPV
- Demonstrating a commitment to continuous improvement
- Special projects as agreed with the Managing Director

### **KPIs**

- % 'Red', 'Amber' and 'Green' audits
  - % Registered customers with email addresses
  - Surgery audits
  - Client interaction
  - Quality of information on 'Vets To Action' in practice management software

## Behaviours

The role requires flexibility and the willingness to provide cover for absences and weekends, if required, which may include working at other TPV surgeries.

The role requires a commitment to proactively developing your own skills

The CCA must adhere to health & safety guidelines.

There is a requirement for the role to undertake other reasonable duties as required.

This role requires strong skills in communication, organisation, team working and attention to detail. The post holder must demonstrate empathy, kindness and compassion, whilst also being calm and confident under pressure.

## Working conditions

The role is based in a fast-paced environment. Hours will be undertaken on a rota basis and will include evening and weekend working.

This role is demanding and will be predominately desk based with significant VDU usage.

## Direct reports

None