



Customer Care Representative

Locations: Downtown/Midtown Clinic

Reports to: Wellness/Surgery Manager

Starting Pay: \$12/hr

Full-time, hourly position.

Summary: Customer Care Team Members provide the first and last impression of each client's visit to our clinic. This position is primarily focused on answering phones, responding to emails, processing medication refills, and supporting the veterinary team with client communication and clerical tasks. Customer Care Team Members are responsible for maintaining professionalism, accuracy, and compassion while ensuring excellent service for both clients and patients.

Specific duties of the Customer Care Team Member are, but are not limited to:

- Answer and direct incoming phone calls using proper etiquette; return voicemails within 24 hours.
- Respond to client emails promptly and appropriately.
- Process medication refill requests according to veterinary protocols.
- Schedule and confirm appointments in accordance with clinic guidelines.
- Contact clients to confirm next-day appointments, providing necessary instructions.
- Request and upload prior medical records for new patients when applicable.
- Accurately process payments (cash, checks, credit cards).
- Maintain client and patient records with confidentiality.
- Relay important information between clients and veterinary staff efficiently.
- Provide support to the front desk team as needed.
- Assist with maintaining a clean, organized, and welcoming environment for clients.
- Exercise knowledge of parasite prevention products and be able to answer basic client questions.
- Multitask effectively in a high-volume clinic environment.

Job Expectations:

- Complete all assigned daily checklists and tasks.
- Work cooperatively with the veterinary team and leadership.
- Provide accurate information to clients; when unsure, seek clarification before responding.
- Report to work on time, prepared, and with a positive attitude.
- Follow clinic safety and biosecurity protocols (do not handle animals unless instructed by a veterinarian or technician).
- Maintain a professional and approachable demeanor with clients at all times.

Physical Requirements:



- Must be able to stand for extended periods of time.
- Must be able to lift up to 40 lbs unassisted.
- Weekend availability required.
- If unable to perform physical tasks, a physician's note with restrictions must be provided.

Southern Pines Expectations of Employee:

- Believes in the [mission of Southern Pines](#) and understands the lifesaving relationship between all three branches of our organization
- Treats animals humanely, with love and concern (both on and off the job) and transmits these values to others
- Demonstrates flexible and efficient time management and ability to prioritize workload
- Willingness to mentor volunteers, to treat them with respect and gratitude as members of our team, and to gently correct them when necessary
- Treats all members of our staff with respect, acceptance, kindness, and grace
- Must be able to report to work at the scheduled time, can be depended on to complete work in a timely, accurate, and thorough manner
- Able to work some weekends
- Demonstrates a willingness and enthusiasm for a continued state of learning regarding Animal Welfare and Animal Health.

All offers of employment are contingent upon the successful completion of a background check.

This job description is not intended to be an exhaustive list of all duties, responsibilities, skills, efforts or working conditions or qualifications associated with the job. While this is intended to be a reflection of the current job, management reserves the right to revise or to require that other or different tasks be performed when circumstances change, for example, emergencies, changes in personnel, workload, or technological breakdowns in departments.