

Client Care Specialist

Part-Time | Weekday Afternoons | No Regularly Scheduled Weekends

PAY: \$16.00-\$18.00 PER HOUR

Animal Care Center in Fernley is looking for a friendly, dependable, and professional Client Care Specialist to join our front desk team. Our Client Care Specialists are an important connection between our clients, their pets, and our medical team. This position is a great fit for someone who genuinely enjoys helping people, communicates well, stays organized, and can remain positive and professional in a busy environment.

Why Join Animal Care Center?

- Consistent weekday afternoon schedule with no regularly scheduled weekends
- Privately owned, established veterinary practice
- A client-service role that is an important part of the medical care experience
- Training, feedback, and opportunities to continue developing your skills
- A workplace that values dependability, teamwork, communication, and professionalism
- Occasional opportunities for additional hours when planned coverage is needed

What You'll Do

As a Client Care Specialist, you will help provide an excellent experience for clients from their first phone call through the end of their visit. Responsibilities include:

- Greet clients and pets and assist with check-in and check-out
- Answer and direct incoming phone calls
- Schedule appointments accurately and help ensure clients are placed with the appropriate type of appointment
- Communicate with clients by phone, text, and email
- Respond to general client questions and appropriately route medical concerns to the veterinary team
- Relay messages accurately between clients and the medical team
- Maintain accurate client and patient information and careful data entry
- Review invoices and collect payment in full at the time of service according to practice policy
- Remain professional and compassionate during emotionally difficult visits, including sick-pet and euthanasia appointments
- Help clients understand available financing or assistance options when appropriate, following practice procedures
- Keep the reception and lobby areas clean, organized, and welcoming
- Assist with end-of-day front desk responsibilities and support teammates when front-desk volume shifts

Who We're Looking For

Veterinary reception is more than answering phones. The front desk must balance client service, accurate communication, scheduling, payments, records, and the changing needs of a busy medical team. We are looking for someone who can manage those responsibilities while remaining professional and welcoming.

- At least two years of professional customer-service or client-facing experience preferred
- Clear, professional verbal and written communication
- Strong relationship-building and customer-service skills
- Dependability and punctuality
- Ability to manage multiple priorities without losing attention to detail
- Comfort learning new software and procedures and entering information accurately
- Basic computer and math skills
- Ability to remain calm and courteous when the front desk becomes busy
- Initiative to recognize what needs to be done and jump in to help
- Comfort interacting with both people and animals
- Ability to handle sensitive or emotional conversations respectfully
- Willingness to receive feedback, learn, and follow established workflows consistently

Previous veterinary experience is helpful, but not required. Experience in reception, a medical office, hospitality, retail, or another fast-paced customer-facing environment may transfer well to this position.

What Success Looks Like at ACC

Excellent patient care and excellent client service go hand in hand. Our clients and their pets deserve to feel welcomed, heard, and cared for. Successful Client Care Specialists communicate respectfully, take ownership of their responsibilities, maintain accurate information, follow established procedures, help their teammates, and remain dependable even when the day becomes busy.

We are looking for someone who wants to become a reliable part of our team - not simply fill a few hours on the schedule. We do not expect someone to know every veterinary workflow on day one, but we do expect curiosity, professionalism, coachability, and a willingness to keep learning.

Schedule

Monday-Thursday: 2:30 PM-6:30 PM

Friday: 1:00 PM-6:30 PM

Approximately 20-22 hours per week

This is a consistent weekday afternoon schedule with no regularly scheduled weekends. Friday hours include participation in our weekly Staff Development Meeting. There may occasionally be opportunities for additional hours to help cover vacations or other planned staff absences; additional coverage will generally be scheduled in advance.

Compensation & Benefits

\$16.00-\$18.00 per hour. Starting pay is determined based on relevant experience, transferable skills, qualifications, and demonstrated ability.

- 401(k) / retirement plan with employer matching for eligible employees
- Paid Time Off (PTO) for eligible employees
- Employee discounts on veterinary care
- Professional development assistance and ongoing training

Benefit eligibility may vary based on employment status and hours worked.

About Animal Care Center

Animal Care Center is a privately owned small-animal veterinary hospital serving Fernley-area pets under current ownership since 2002. We believe excellent veterinary care depends on good medicine, clear communication, compassionate client service, dependable teammates, and people who are willing to keep learning.

Our front desk is an essential part of that experience. Client Care Specialists help set the tone for each visit, keep communication moving between clients and the medical team, and help our hospital operate smoothly throughout the day.

Ready to Apply?

Submit your resume through Indeed or email ed@accfernley.com. Please include your customer-service experience and general availability. If you are organized, personable, dependable, and enjoy helping people and their pets, we would like to hear from you.