



Experienced Veterinary Customer Service Representatives
*** Catskills Veterinary Services**
Rock Hill, NY

Overview: Catskill Veterinary Services is seeking Experienced Veterinary Customer Service Representatives in Rock Hill, NY.

Are you passionate about providing compassionate support to people and their pets? Catskill Veterinary Services is looking for a Customer Service Representative (CSR) to be the welcoming face and reassuring voice of our practice. As the first point of contact for our clients and referring veterinarians, you will be an essential part of our Client Services Team, ensuring every interaction is handled with professionalism, efficiency, and empathy. This role reports directly to the CSR Manager/Lead.

Key Responsibilities:

Answer incoming calls, compassionately assess the urgency of medical concerns, and guide clients to the appropriate next steps.

Collaborate with our clinical staff to relay critical patient information and address client inquiries, acting as a vital link in patient care.

Accurately document all client communications and interactions in our practice management software.

Schedule appointments for in-clinic visits and manage the check-in/check-out process.

Client Transactions: Process payments accurately and handle end-of-day financial balancing.

Manage and process communications through email and our patient portal.

Maintain a clean, welcoming, and organized reception area for clients and their pets.

Regular interaction with dogs, cats, and other companion animals of varying temperaments and sizes.

A dynamic, fast-paced setting that requires adaptability and teamwork.

Flexible scheduling is required, including daytime, evening, and weekend hours.

We are an urgent care facility, so we are fast paced and every day is different!

Requirements

High school diploma or equivalent.

Strong adaptability and ability to pivot seamlessly between tasks while maintaining a positive attitude.

At least two years of customer service experience in a veterinary, medical, or similar client-facing setting.

Skills:

Excellent organizational skills with a keen eye for detail.

Ability to exercise good judgment and work independently in a fast-paced environment.

Strong problem-solving skills with a resourceful and team-oriented approach.

A genuine dedication to delivering outstanding client and patient care.

Comfortable with learning and using veterinary practice management software.

Receptive to feedback and committed to continuous learning.

Shift, Salary, and Benefits: Shifts vary, Weekends and evenings/nights are required, \$18.00-\$24.00 per hour based on experience. Benefits include 401(k), Dental insurance, Employee assistance program, Flexible schedule, Health insurance, Paid time off, Retirement plan, Tuition reimbursement, and Vision insurance.

To apply: Email the Human Resources Team at hire@catskillvetservices.com or call 845-796-5919.