

Cornell University Veterinary Specialists

JOB DESCRIPTION: CLIENT SERVICE MANAGER

Functional Title: Client Service Manager
Position: Full-time exempt
Reporting to: Director of Operations
Location: Stamford, CT

Summary: The Client Service Manager (CSM) leads and supports the client experience and client service operations of the 24/7 veterinary hospital, possessing the ability to create and execute on processes that drive successful metrics in client experiences. This position is responsible for the management and development of the Client Service team as an integrated and collaborative department that delivers on our core value of extraordinary internal and external service, ensuring that CUVS delivers exceptional experience in every interaction. This role requires the ability to develop and leverage people and processes to maximize productivity while cultivating an employer-of-choice culture and a client and referring community experience consistent with CUVS's Mission, Vision, and Core Values.

Responsibilities

The CSM will be expected to perform all of the roles and responsibilities described below, as well as any that are reasonably requested.

Client Experience

- Lead and manage the daily functions of client service team in providing an extraordinary client experience, consistently exceeding expectations of pet-owner and referring community clients.
- Create and maintain best-in-class client service protocols and deliver training for a consistent client experience.
- Configure, maintain and ensure effective use of practice management software for appointment scheduling, record filing, and client and referring veterinarian communication.
- Design, implement and monitor work flows and initiatives to optimize the various functions of the client service department.
- Establish and monitor call center and client experience key performance indicators and performance metrics.
- Rapidly establish, build, and maintain strong working relationships and satisfaction with key stakeholders including hospital team, clients, referring veterinarians and faculty and staff of Cornell's College of Veterinary Medicine, successfully conveying the value provided by CUVS.
- Seek to understand expectations and experiences of clients, referring veterinarians and internal stakeholders to find appropriate solutions and improved outcomes, collaborating with other hospital departments.
- Handle client complaints with sensitivity, compassion and professionalism, while protecting the interests of CUVS.
- Work with the Director of Operations, doctors and others, as appropriate, to research and adequately address client and referring veterinarian complaints and concerns, and to identify trends and/or opportunities for improvement.
- Model and influence delivery of an exceptional client experience for hospital leadership and staff, acting as a liaison between the clinical staff and client service staff to ensure optimal communication and operations.
- Effectively collaborate to produce intentional and innovative solutions while challenging the status quo and providing a fresh perspective.
- Conduct ongoing customer and market research to support design, collection and analysis of client experience processes, disseminating data and feedback within the hospital to provide recognition and improve client service.
- Maintain professional working relationships with referring and peer practice administrations.

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- Substitute as needed for Client Service staff.

Finance and Productivity

- Leverage strategic scheduling practices to maintain optimal staffing levels that ensure maximum productivity and service offerings while maintaining labor budget.
- Analyze appointment scheduler and matrix of service offerings available across days of the week to make strategic clinician scheduling recommendations to leadership team in partnership with the Director of Operations.
- Partner with Finance in managing and maintaining cash handling, billing and payment arrangement protocols and minimizing accounts receivable and uncollected accounts.
- Support leadership in discounting policies, fee analysis, and insurance and 3rd party payment options by making recommendations based on observation and client feedback, and in implementing and maintaining policies and processes.
- Support leadership in defining and conveying the value in CUVS' pricing strategy, aligned with CUVS core values.

Marketing

- Model and reinforce that our best marketing strategy is an exceptional client experience.
- Forge and maintain strong relationships with clients and the referring community.
- Support the Marketing Manager and Veterinary Community Liaison in outreach and marketing programs to referring community, including practice visits, continuing education and community events.
- Research and respond to social media posts as appropriate, in collaboration with Marketing and leadership.

Supervision & Leadership

- Manage and oversee the client service team, including talent acquisition and identifying, managing, and measuring performance expectations, guiding development and career pathing opportunities, and providing regular, constructive feedback and timely performance reviews.
- Create and update client service job descriptions, levels, training and development plans and corresponding pay rates in partnership with leadership and Human Resources.
- Contribute to and improve on orientation and in-service training materials, and lead onboarding and training programs for the Client Service team.
- Build and lead teams effectively and drive results through others.
- Conduct effective departmental meetings and participate in other departmental meetings as needed.
- Develop, maintain and support partnerships with managers and leadership team serving as an employee advocate, cultural ambassador, and client experience subject matter expert.
- Serve as a trusted resource, building a psychologically safe, employee-centric environment.
- Serve as a culture champion and drive discussions around how to create an environment in which employees are engaged in doing their best work to deliver best results.
- Participate in a Manager-on-call rotation, to be shared equally with others.
- Design, implement, manage and monitor initiatives to optimize client service functions of CUVS.
- Stay current on client experience trends.

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Requirements and Qualifications

Education & Experience

- A minimum of five years' of hospitality or customer service and people leadership experience, preferably in veterinary or human healthcare
- Bachelor's Degree preferred
- Computer literacy with proven expertise in MS Office Suite, and the ability to quickly become proficient in Practice Management and Client Experience software platforms
- Proven expertise in managing and maximizing client experience and a high-performing team
- Demonstrated ability to lead others
- Demonstrated ability to build successful teams and engaging cultures

Competencies

- Communication: able to listen and communicate effectively with leadership, doctors, hospital personnel, vendors, consulting professionals and clients, especially when conveying sensitive information or mediating a dispute
- Interpersonal Relationships: able to demonstrate approachability, collaboration, negotiation and build trust and psychological safety while balancing stakeholder needs
- Mediation: able to coach and counsel staff and mediate conflict to resolution
- Organization: able to set and attain goals with attention to detail while managing ambiguity and appropriately delegating
- Time/Project Management: able to set, prioritize and meet measurable outcomes and timelines
- Leadership: able to build, unite and lead diverse teams toward a common goal, and promote and maintain positive interpersonal relationships to keep teams engaged in a healthy culture

Physical Requirements

- Working conditions are within a normal hospital environment
- Must be able to access and navigate each department within the hospital facility
- Prolonged sitting at a desk, working on a computer; some bending, stooping, stretching and light lifting
- Good eye-hand coordination and manual dexterity sufficient to operate a computer, telephone, and other office equipment as needed
- Eyesight and hearing sufficient to fulfill job requirements

Acknowledgement

I have reviewed this job description and understand and agree to the outlined responsibilities. I am able to perform the essential functions of this job description, or have requested reasonable accommodations from the Human Resources Department. I agree that CUVS retains the right to amend this job description at any time. This job description is not, nor intended as a contract for employment, nor does it guarantee employment for any period of time. I understand that future evaluations of my performance are based on my ability to perform the duties outlined in this job description. I further agree to adhere to CUVS Core Values and to the policies, procedures, and code of conduct outlined in the CUVS Employee Handbook. If I have any questions regarding this job description, I will contact my supervisor or the Human Resources Department.

Employee Signature _____

Date _____