



CLIENT SERVICE MANAGER

Cornell University Veterinary Specialists (CUVS) is looking for a Client Service Manager to lead and support the client experience and client service operations of our exceptional specialty and emergency hospital. Reporting to the Director of Operations (DO)/Practice Manager, the CSM Manager (CSM) is primarily responsible for the management and development of the Client Service team and the resultant exceptional service delivery, externally and internally. The CSM manages a team of approx. 15-20, oversees operations of client services, medical records and related functions and, together with the DO, is responsible for service delivery and service recovery. The CSM requires the ability to develop and leverage people and processes to maximize productivity while maintaining our employer-of-choice culture and a client, patient and referring community experience consistent with CUVS's Mission, Vision, and Core Values.

CUVS is a for-profit subsidiary of, and wholly owned by, Cornell University. Our mission is to bring together the best of academic practice with the best of private practice to provide outstanding medical care and service, as well as education and discovery. We pride ourselves on our unparalleled quality of medicine and an outstanding and uniquely positive culture that values collaboration, communication, respect and lifelong learning. We boast board-certified specialists in most specialties, a state-of-the-art facility, a highly skilled nursing staff and robust residency training program. We firmly believe that excellence in medicine and service necessitates excellence in leadership. Our team is strong, collaborative, innovative, creative and fun; and we value each other.

Located in Harbor Point, Stamford, on Connecticut's "Gold Coast", the area offers beauty, a rich cultural experience, and myriad water and other outdoor activities. We are 45 minutes from Manhattan and minutes from commuter trains and the Interstate, offering easy access to other parts of New England and the Northeast.

An outstanding compensation package includes: high salary, signing and relocation bonus, 4 weeks' vacation, 401k with match, excellent medical and dental insurance for individual and family, disability and life insurance, pet healthcare insurance and discounts, allowance for CE, licensure and dues, and access to Cornell's electronic library and subscriptions.

Individuals with a passion for their work, a strong sense of collaboration and teamwork, and an appreciation for diversity are strongly encouraged to apply. Please contact hr@cuvs.org.