



## **Veterinary Assistant/Client Service Representative – Emergency/Specialty**

Join our team at our brand-new 20,000-square-foot, state-of-the-art hospital in Dartmouth, Nova Scotia, opening in the Fall of 2023! Our Emergency & Specialty hospital will deliver much-needed care for pets in the greater Halifax Regional Municipality and beyond.

Enjoy all the benefits of living in the Halifax Regional Municipality: friendly people, a slower-paced east coast lifestyle and all the amenities of a larger city. The area boasts several festivals, farmers markets, live performances and amazing restaurants and pubs, many with a Celtic feel. If spending time outdoors is your thing, we have numerous beautiful beaches, lakes, parks, ski hills and golf courses.

Our vision is to offer the highest quality patient care and client service while providing a supportive culture and collaborative work environment where continual education and advancement of our team are paramount. Our DVM team will consist of experienced emergency veterinarians and specialists as we plan to have surgery, internal medicine, exotics, cardiology, radiology and more. Work alongside a group of talented and experienced doctors, technicians, technician assistants, and client care representatives.

### **JOB REQUIREMENTS AND RESPONSIBILITIES:**

- Demonstrate excellent customer service and communication skills
- Completion of a veterinary assistant program
- Previous experience as a receptionist in a veterinary emergency hospital setting preferred
- Display compassion and patience toward clients
- Interact positively in a team environment with members of medical treatment team
- Answer incoming phone calls from clients, veterinarians, and employees
- Greet clients and pets upon arrival
- Handle emergency situations efficiently and calmly
- Present billing estimates to clients and collect payment for bills
- Admit and discharge animal patients
- Provide regular updates to clients regarding the status of their pet and/or wait time
- Document phone conversations in electronic system
- Maintain and file patient records and complete all necessary paperwork

- Enter patient information into company electronic system
- Maintain cleanliness of facility including sweeping, mopping, and wiping down surfaces
- Other tasks assigned by supervisor

### **OTHER REQUIREMENTS:**

- Ability to work various shifts including nights, weekends, and holidays.

### **PERKS:**

- Competitive wage
- Shift premium for nights and weekends
- Group medical and dental insurance
- Paid uniforms
- Paid vacation and sick/personal time
- Group RRSP
- Pet medical care and supply discount

### **Job Types:**

Full-time, Permanent.

### **Schedule:**

- Day shift
- Evening shift
- Holidays
- Night shift
- Weekend availability

### **Ability to commute/relocate:**

- Dartmouth, NS B3A 4Y8: reliably commute or plan to relocate before starting work (required)

### **Interested in applying?**

We would love to hear from you! Please email your resume to <mailto:maritimevet@nva.com>.