

Full Time - Client Service Representative

We are a 24-hour, employee-owned General Practice and Emergency Veterinary Hospital in Kailua looking for a Long Term / Full Time Client Service Representative.

The Client Service Representative (CSR) is the face and the voice of our hospital; therefore, we are looking for: kind, compassionate and professional individuals that are self-motivated and able to work in an extremely fast paced, team friendly environment. Looking for people who have flexible schedules and are available to work days, nights and weekends. Currently needing people with availability from as early as 7am to 12 pm (5 - eight hour shifts a week).

If you love animals, work well with people and are not afraid of a little hard work, this may be the position for you!

Responsibilities:

- Answer phones, take detailed messages, redirect calls
- Handle client inquiries and schedule appointments
- Provide information about the products and services
- Document and update client records
- Develop and maintain a knowledge base of the evolving products and services

Qualifications:

- Previous experience in customer service, sales, or other related fields
- Ability to build rapport with clients
- Ability to prioritize and multitask
- Ability to work in a fast-paced environment
- Positive, friendly, compassionate and professional demeanor
- Excellent written and verbal communication skills
- Flexible schedule, must be available nights, weekends and holidays