



Job Title: Medical Services Coordinator
Department: Medical Services
Reports To: Wellness Clinic Manager
FLSA Status: Non-Exempt, hourly

SUMMARY

The Medical Services Coordinator assists with the administrative duties of the Medical Services department. This position is responsible for reviewing animal medical records for accuracy and finalizing records prior to being made available for adoption via records review, answering phone and e-mail inquiries from clients regarding medical services, entering surgery paperwork, assisting with scheduling pets for return care and for specialist care outside of the shelter. This position will also be responsible for the organization and extra duties related to pharmacy needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other Duties may be assigned.

- Medical data entry.
- Responsible for reviewing and confirming accuracy of medical records for animals in Peggy Adams' care prior to adoption.
- Responds to wellness clinic phone inquiries from clients and outside agencies regarding the wellness clinic and surgery.
- Schedule care cases.
- Provides accurate and timely answers to questions regarding medical services.
- Assist with checking clients in and out for surgery and/or other services.
- Organize medical supplies once delivered and checked in by Purchasing Coordinator.
- Compound medications as needed.
- Restock satellite pharmacy areas.
- Deliver supplies as needed.
- Approve prescription requests through online pharmacies.
- Add diagnostic information into Chameleon records.
- Check controlled substance logbooks for accuracy.
- Schedule heartworm treatments service for animals adopted from Peggy Adams.
- Schedule third party surgical care visits or other examinations with the external veterinarians and specialists.

- Respond to and prepare online medical record requests.
- Assist other clinic admin staff as needed.
- Assist with other needs in the shelter as requested by a manager or director.
- Train, coach and oversee medical services administrative volunteers.
- Embrace volunteerism, emphasizing the importance of volunteers in all aspects of medical services administration.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Background in recordkeeping, data entry and clinic practices preferred.
- Must have a background working in a veterinary hospital or animal shelter.
- Must have basic veterinary technician knowledge and knowledge of common animal health related conditions.
- Knowledge of veterinary clinic-based computer software (e.g., Cornerstone or Avimark) or shelter computer software (e.g., Chameleon).
- Must be able to provide accurate information to the public at all times.
- High level ability to multi-task, organize and perform detailed tasks efficiently and with accuracy.
- Must adhere to the company's dress code.
- Must have the ability to deal tactfully and effectively with the public.
- Must have excellent oral and written communication skills.
- General knowledge of progressive animal sheltering preferred.
- Must have excellent phone etiquette.
- Detailed knowledge of applicable office skills.
- Must support the Peggy Adams Animal Rescue League's mission, policies, and practices.

PREFERRED QUALIFICATIONS

- Two years of customer service experience.
- One-year related experience and/or training involving veterinary clinic, reception, and scheduling.

EDUCATION and/or EXPERIENCE

- High School Diploma or GED

- Advanced computer skills including but not limited to ability to accessing databases, checking company e-mail, etc.
- Working knowledge of Chameleon shelter database
- Bilingual a plus.

COMPUTER SKILLS

- Online scheduler
- Microsoft Word, Excel, and Access
- Chameleon

MATERIALS and EQUIPMENT USED

- Multiline phone system
- Fax machine
- Computer
- Copier

PHYSICAL DEMANDS

The physical demands described here are representative of those that must met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is consistently required to sit. In addition, the employee is constantly required to talk, hear, and use hands for grasping, reaching and other operative tasks. The employee is required to stand and stand or move frequently. The employee will also be required to bend neck and twist body. The employee will be required to consistently lift an animate or stationary object of up to 20 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is frequently exposed to an indoor office environment climate condition. The employee is occasionally exposed to outdoor weather conditions. The employee is frequently exposed to animal odors and animal fur.
- The noise level in the work environment is usually low to moderate.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that the organization may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee Printed Name _____

Date: _____

Employee Signature _____