



Client Service Coordinator

About Soi Dog Foundation:

Soi Dog Foundation is the largest animal welfare organisation in Asia dedicated to helping stray dogs and cats. Soi Dog Foundation sterilises, vaccinates, administers medical treatment, shelters, promotes adoption of stray dogs and cats in Thailand, and runs education programmes on animal welfare. Soi Dog Foundation is also actively working to end Asia's dog meat trade.

Soi Dog's Mission Statement is: **“To improve the welfare of dogs and cats in Asia, resulting in better lives for both the animal and human communities, to create a society without homeless animals, and to ultimately end animal cruelty”.**

For more information, please visit www.soidog.org

JOB DESCRIPTION

Job Summary: The Client Service Coordinator (CSC): Front facing, face of Soi Dog, managing and triage (what's emergency and not). Dealing with clients over the phone and face to face, planning and booking dog catchers to collect cases and make appointments

Key Responsibilities:

- Provide friendly, quality client care to the patients and clients of SDF
- Receive incoming calls, screen those that are handled by other department members and take care of routine calls. The routine calls include those seeking information about veterinary services
- Provide knowledgeable sub-professional advice concerning the care and treatment of animals.
- Follow established SDF policies and procedures in referring clients for immediate treatment of their pets when requests are accompanied by complaints or emergencies. Determine nature of injury/illness and attempt to reassure distressed pet owners. Determine whether immunizations and/or tests are current.
- Recommend update of necessary immunizations and/or tests to clients when applicable.
- Schedule appointments, dog pickups and referrals with external clinics, obtaining all necessary data concerning the patient and owner.
- Complete and update ASM such as new ASM patient, new notes form referral clinic and other information from own vets, patient and update with all necessary information timelessly
- Check clients in - greet clients in a professional, friendly, hospitable manner.
- Discharge patients with the consent of Medical Director, Shelter manager and the Shelter founder.

- Review ASM charts of patients being discharged from the clinic for completeness of information, make changes in patient status as necessary. Set up future reminders in system. Present clients with medications, instruction.
- If instructed by Veterinary surgeon Fill veterinary prescriptions with appropriate medication; provide routine instructions to owners concerning prescription for medications.
- Assist in the updating of client files; Follow-up with veterinary surgeons, clients, external clinics, dog catchers and mobile clinics when clinic incomplete
- As required, enter data into the computer system, retrieve and modify computerized records, medical/financial records; inventory control, client records, pet records, medical records,
- Word processing to produce letters for general correspondence and special mailings to clients, etc.
- Perform a variety of clerical duties, receiving, sorting, and distributing mail, sending out mailings, cleaning, organizing reception area, type memos, correspondence, reports and other documents, receiving and making phone calls.
- Assist in the ordering, receiving, stocking and distribution of supplies.
- Perform/oversee the entering of daily business and hospital invoices.
- Assist with sterilisation bookings via phone, Line OA, email and RT-Tickets.
- Provide knowledgeable sub-professional advice concerning the care and treatment of animal via Line OA
- Perform other duties as assigned.

Department and Supervisor:

- Works under the direct supervision of the Front Office Manager, who will indicate general assignments, limitations and priorities.
- Recurring assignments are performed independently.
- Deviations or unfamiliar situations are referred to the supervisor.
- The CSC uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instruction to the CS Manager for decision or help.
- Work is reviewed in terms of adequacy of services provided and accuracy

Skills and Qualifications:

- Requires knowledge of hospital procedures
- Strong communication skills,
- Knowledge of principles and processes for providing client and personal services. his includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- Possession of strong organizational skills.
- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
- Knowledge of hospital procedures and operating instructions for making appointments (dog catchers, animal pick ups, assembling patient medical records, recording test results, relaying information regarding patient's condition, and compiling and submitting data on patients treated.

- Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine to accurately record results of tests and file veterinary medical reports according to alpha, numeric or subject matter headings.
- Requires strong client service skills.
- Updating ASM file with patient and referral notes from external vet clinics
- Personal contacts are with pet owners affected by a variety of problems, visitors and other healthcare team members. Considerable tact and diplomacy is required.
- Must accurately relay owner, dog catcher or feeder's account of the medical complaint(s) of the pet(s) involved to the healthcare team member who will be involved in catching or in treating the patient(s).
- Knowledge of the structure and content of the Thai and English language including the meaning of words
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Knowledge of computers and relevant software applications including MS Office (Word), managing files and records, and other office procedures

Location: Mai Khao, Phuket

Type of Employment: Full-time

Benefits:

- Five-day work a week, 40 hours per week with two days off. (May be required to work weekend or flexible time depending on their duties as directed by their Head of Department.)
- Working time on rota basis 7.00-16.00, 8.00-17.00, 9.00-18.00 and 14.00-23.00.
- 19 annual holidays (including Thai National Holidays 13 days) rising to 25 days with year of service
- Annual Salary Adjustment
- Annual Service bonus
- Social Security
- Provident Fund
- Uniform

HOW TO APPLY

Please send your CV together with a covering letter **in ENGLISH** detailing why you think you would be appropriate for this role, to hr@soidog.org

Short-listed candidates will be notified by email.