



Client Service Coordinator

About Soi Dog Foundation:

Soi Dog Foundation is Asia's largest animal welfare organisation dedicated to improving the lives of stray dogs and cats. The Foundation provides sterilisation, vaccination, medical treatment, shelter, and adoption services for stray dogs and cats in Thailand, while also delivering animal welfare education programmes. Soi Dog Foundation is also actively working to end Asia's dog and cat 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) is the first point of contact and the public face of Soi Dog Foundation. The role is responsible for providing excellent client service, triaging incoming enquiries to identify emergency and non-emergency cases, communicating with clients by telephone, email, Line OA and in person, and coordinating dog catcher schedules, animal collections and appointments.

Key Responsibilities:

- Provide exceptional customer service and high quality care to clients, visitors and patients of Soi Dog Foundation.
- Receive and triage incoming telephone calls, directing enquiries to the appropriate department where required and responding to routine enquiries, including those relating to veterinary services.
- Provide accurate, non diagnostic information and guidance regarding animal care, treatment and Foundation services within the scope of the role.
- Follow established Soi Dog Foundation policies and procedures when assessing enquiries, identifying emergency and non emergency cases, and referring animals for immediate veterinary attention where appropriate.
- Assess the nature of reported injuries or illnesses, reassure distressed clients, and confirm whether vaccinations and relevant diagnostic tests are up to date.
- Recommend vaccination updates or additional diagnostic tests, where appropriate, in accordance with hospital protocols.
- Schedule appointments, dog catcher collections, animal admissions and referrals to external veterinary clinics, ensuring all required patient and owner information is accurately recorded.

- Create, maintain and update accurate records in the Animal Shelter Manager (ASM) system, including patient registrations, referral notes, veterinary updates and all relevant case information in a timely manner.
- Welcome clients professionally and complete patient admissions efficiently and courteously.
- Coordinate patient discharges with the approval of the Medical Director, Shelter Manager or authorised representative.
- Review patient records prior to discharge to ensure all documentation is complete and accurate, update patient status, schedule follow up reminders and provide medications together with clear discharge instructions.
- Dispense prescribed medications only when authorised by the attending veterinarian and provide clients with appropriate instructions for their administration.
- Maintain and update client records, following up with veterinarians, clients, external veterinary clinics, dog catchers and mobile clinic teams to ensure continuity of patient care.
- Enter, retrieve and maintain accurate electronic records, including patient files, client information, medical records, financial records and inventory records.
- Prepare correspondence, client communications, reports and other documentation using Microsoft Office applications.
- Perform general reception and administrative duties, including receiving and distributing mail, answering telephone calls, maintaining the reception area, preparing correspondence and supporting day to day office operations.
- Assist with the ordering, receiving, stock control and distribution of office and medical supplies.
- Process or assist with the processing of daily operational and hospital invoices.
- Coordinate sterilisation bookings via telephone, LINE Official Account (LINE OA), email and RT Tickets.
- Respond to enquiries received through LINE OA by providing accurate, non diagnostic information regarding animal care and Foundation services within the scope of the role.
- Perform any other duties as reasonably assigned by management.

Department and Report Line:

- Reports directly to the Front Office Manager, who provides overall direction, assigns duties, establishes priorities and defines operational guidelines.
- Performs routine duties independently in accordance with established Foundation policies and procedures.
- Refers to non-routine, complex or unfamiliar situations to the Front Office Manager for guidance, support and decision-making.
- Work performance is evaluated based on the quality, accuracy, timeliness and effectiveness of services provided, as well as compliance with Foundation policies and procedures.

Skills and Qualifications:

- Knowledge of veterinary hospital procedures and client service operations.
- Excellent verbal and written communication skills in both Thai and English.
- Strong interpersonal skills with the ability to communicate professionally, empathetically and effectively with clients, feeders, volunteers, visitors and members of the veterinary team.

- Strong customer service skills with the ability to assess client needs and deliver a high standard of service while ensuring client satisfaction.
- Excellent organisational, administrative and time management skills, with the ability to prioritise multiple tasks in a fast-paced environment.
- Experience scheduling appointments, coordinating patient admissions, animal collections and referrals.
- Knowledge of common veterinary terminology and the ability to accurately maintain patient medical records.
- Experience maintaining electronic records, including updating the Animal Shelter Manager (ASM) system with patient information, referral notes and case updates from external veterinary clinics.
- Ability to accurately communicate and relay information from clients, feeders and dog catchers to the veterinary team to support appropriate medical assessment and treatment.
- Strong critical thinking and problem-solving skills, with the ability to assess situations, prioritise cases and make sound decisions within the scope of the role.
- Proficiency in Microsoft Office applications and general office administration, including document preparation, file management and record keeping.
- Ability to work independently with minimal supervision while also contributing effectively as part of a multidisciplinary team.
- High level of accuracy, attention to detail and commitment to maintaining confidentiality and professional standards.

Location: Mai Khao, Phuket

Type of Employment: Full-time

Benefits:

- Five-day working week (40 hours per week) with two days off.
- Working hours are based on a rotating roster and may vary according to operational requirements and departmental needs.
- Rotating shifts: 07:00–16:00, 08:00–17:00, 09:00–18:00, 14:00–23:00
- 19 days of annual leave (including 13 Thai public holidays), increasing to 25 days based on length of service.
- Annual salary review.
- Annual service bonus.
- Social Security.
- Provident Fund.
- Uniform provided.

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.