

## **About Vida Veterinary Care**

Vida is a full service veterinary hospital in Colorado with two locations. Our top priorities are providing an exceptional customer experience and top-notch patient care. The hospitals are open extended hours to be able to provide general wellness care, perform surgeries, hospitalize ill patients, see emergencies, and offer exotic pet care. We work closely with a variety of specialists so the client can stay with the people they already know and trust. Our team is dedicated to ensuring that we always provide the very best and continually pursue ongoing education and stay up-to-date on the latest veterinary practices to prepare us to meet the pets every need. The variety of talent and highly skilled people on our team allow us to continue to grow and expand the services we offer. Automated and paperless technology help make healthcare delivery and service efficient.

## **About the Job**

As a Customer Service Representative, you are the voice of Vida and have a direct relationship with our customers. You are in a unique position in that you are often the first experience a customer has with us and therefore can make a lasting impression. Our customers will put their trust in you. Try to reward that trust by being honest, warm, and friendly, and by putting them at ease. In doing so, you will help people develop lasting relationships with our brand. And don't forget to have fun along the way. Specific responsibilities of the job include:

- Act as the voice of Vida, helping customers resolve inquiries and issues through warm, kind interactions.
- Maintain expert-level knowledge of the services we offer
- Stay on task with daily office procedures to be sure our clients are served on time and as efficiently as possible.

## **Qualifications**

- Superior written and oral communication skills
- Strong people skills - empathy, personality, humor, warmth, kindness, listening skills
- A 'no task is too small' attitude and the endurance to consistently deliver amazing customer experiences
- Team player who works well with a wide range of personalities
- Bonus points for experience in sales or customer care

## **And of course...**

- Passionate about what you do and moved by the idea that you can help people by providing great care to them and their pets
- Excited to work with a fun-loving, spirited group of bright people
- Flexible working hours, as your schedule will be based on business needs (and could potentially include weekends, evenings, or holidays)

## **To Apply**

Please e-mail your resume to our Practice Administrator Jacky at [jackyc@vidavetcare.com](mailto:jackyc@vidavetcare.com). Thank you for your interest in VVC! We will be in touch with you soon.