

**Looking for a career with meaning where you can help animals every day? Want to help deliver stellar pet care service to a caring, friendly community? Want to have a voice in team culture, workflow, and ideas from the ground up?** Animal Hospital of Walnut, located in the heart of Walnut, is looking for our next team member!

**This is an excellent opportunity for an individual looking to make a positive impact on a community's pets and pet parents by helping us deliver the finest in veterinary care.**

An ideal candidate will exemplify our guiding principles of Quality, Integrity, Compassion, and Service. If this describes you, we would love to hear from you.

**Why choose us:**

Our ambition is simple- be the hospital we want to take our own pets to. An experience that makes us want to come back and be proud of what we are building. If you ever thought vet med could be done better, come help be the change you want to see in it with us. We know pets are not just animals- they are family. Whether a trusted confidante in times of need, a gentle nuzzle when feeling lonely, or a source of boundless affection during the good times, we know the bond we share is special. That's why at Animal Hospital of Walnut we are not only passionate about what we do, but why we do it.

**What you'll be doing:**

Under the direction of the Hospital Manager, in cooperation with the entire hospital team, you will coordinate and provide a broad range of administrative and customer support activities, while ensuring that every pet and pet parent has a paw-some experience.

**What you'll get:**

In addition to a competitive salary, we offer the following benefits:

- Paid Time Off
- Uniforms Provided
- Generous Pet discounts
- 401(k)
- Group medical / dental insurance

**What you'll bring:**

- Passion for helping pets and their humans alike;
- A customer-centric mindset; desire to go the extra mile to help a pet parent in need;
- Ability to interact and communicate (verbally and non-verbally) with professionalism, empathy, and respect both with clients and team members;
- Flexibility to handle multiple tasks simultaneously in a sometimes stressful environment with evolving priorities;
- Strong sense of personal accountability and reliability;
- Experience in using technology quickly and efficiently;
- Attention to detail;
- Prior experience working in a veterinary practice is preferred but not required; candidates with a background in customer service and/or hospitality will be strongly considered

**We can't wait to meet you!**



**The nitty gritty (in case you want the specifics!):**

- Provide effective and compassionate communication (phone, text, email, in person) with all clients – current, former, and potential – of the practice;
- Help maintain the clinic and work space in clean and professional manner;
- Create and maintain accurate written records as it relates to client communication, appointments, practice activities, patient care, client concerns, and finances;
- Interact with clients via email, text, phone and in-person to obtain vital patient information and to provide client next steps in a positive, solution-oriented manner;
- Appropriately direct questions and escalate more complex communications to the clinical team or the Hospital Manager;
- On occasion and as appropriate, assist the clinical team with basic tasks.
- Efficiently operating a computer in a Windows or cloud-based environment;
- Operating a multi-line phone system and familiarity with desktop applications;
- Learn and suggest improvement for optimizing usage of practice management software;
- Operation of and the ability to troubleshoot the function of various office machines, including but not limited to desktop and mobile workstations, telephones, credit card terminals, printers and document scanners.