



Customer Care Team Member

WE ARE LOOKING FOR OUR NEXT FULL-TIME CUSTOMER CARE TEAM MEMBER!

Gawler Animal Hospital is continuing to experience rapid growth, which means that we need another Customer Care team member to fill a full time role. This is a very rare opportunity to work for a privately run Veterinary Hospital with a dynamic workplace culture, so we are looking for someone exceptional!

WHO ARE WE?

We are a premier Veterinary Hospital in the northern suburbs of South Australia, who see an array of clients and patients. Each person who walks through the door is like family, so much so that we are on a first name basis with many of our clients.

We have a varied caseload, so to compliment this we have a team who possess an arsenal of different strengths and interests. Out of work catch-ups and activities are the norm, and when clients see us interacting they often comment on what an awesome place it must be to work.

As a busy hospital, communication and mental health are extremely important to us. We have weekly staff and team meetings, and run a Social Club to organise staff events and fun monthly activities. Our Health and Wellbeing team form part of our EAP, where all of our staff have access to a counsellor and avenues to seek professional care when they feel they need it.

WHO ARE YOU?

Our practice values are Autonomy, Collaboration, Vulnerability, Family, and Accountability. We are looking for a team member who can live and breathe these values too.

You are the kind of person who will hit the ground running, multi-tasking like a pro. Stamina throughout your shift is a must, as is being able to perform well under pressure. Our line of work requires you to be empathetic, compassionate, passionate, and not afraid to get stuck in - Running to where the work is! This means being a self-starter who finds jobs to do and can see how we can do things better.

You will be resilient and able to adapt to varying situations (as no two days are the same), and be a natural problem solver. Your relationship building talents will be vital to your success in the role, as will your ability to be a strong communicator.

We are looking for a person who has a positive outlook on life. Our team are all flexible, mature and reliable, and you will be too.

WHAT IS THE ROLE?

This is a solely customer care role, where your day to day activities will include:

- Making appointments, including surgical, revisit and initial consults
- Managing the schedule to keep efficiency and accuracy, pre-empting issues or errors before they occur
- Managing a busy phone with your team mates (up to 6 lines at a time)
- Account management
- Maintaining the reception area
- Stock ordering and maintenance
- Timely communication with both internal and external stakeholders
- Accurate record keeping
- Supporting practitioner recommendations



- Maintaining the reminder system
- Building strong relationships with our clients
- Positively contributing to the constant flow of communication between other practices, clients, vets and with each other
- Cuddling and reassuring our patients while they are with us, be it for an appointment or for the day
- Contributing to the constant improvement of our policies and procedures, to ensure we are operating efficiently and effectively.

If you think this could be the role for you, please submit your cover letter and resume to Anne Crouch, office@gawlervets.com.au, detailing how you meet the role and person criteria. Applications close 5pm on Monday 19th February 2024.

Due to the expected volume of applications, only shortlisted applicants will be contacted, so we thank you in advance for your interest in the position.

If you think you're the person we need to talk to, please send a copy of your resume and cover letter to, attn. Anne