



## EXCEPTIONAL OPPORTUNITY TO JOIN OUR CUSTOMER CARE TEAM

At Gawler Animal Hospital, we're not just offering a job; we're inviting you to become part of something extraordinary. As a well-established and highly respected veterinary practice in South Australia, we've built a legacy of excellence in pet care, client service, and team collaboration. Now, we're searching for a Customer Care Team Member with a **minimum of 3 years' experience in a similar role** to join us at Gawler Animal Hospital and our new clinic; Animalia Vet Clinic.

If you're ready to take your career to the next level in an environment where your contributions will make a meaningful difference, read on.

### WHO WE ARE

For decades, Gawler Animal Hospital has stood out as a leader in pet healthcare. Our success is built on more than just state-of-the-art veterinary services, we pride ourselves on creating a welcoming and supportive environment for our team, our clients, and their pets.

Why join us?

- **A strong sense of community:** We build personal connection with our clients, patients, and team members and this is reflected in everything we do.
- **A focus on well-being:** From weekly check-ins to social events and access to professional mental health resources, we care for our team just as much as we care for our patients.
- **Professional excellence:** We continually evolve, striving to set the benchmark for veterinary care in South Australia.

### ABOUT YOU

We're looking for someone who aligns with our values: **Autonomy, Collaboration, Vulnerability, Family, and Accountability.**

You're a great fit for this role if you:

- **Experience:** You have previously worked in a busy administration or receptionist role, with a minimum of 3 years' experience and have relevant hands-on practical experience in all aspects of customer service.
- **Availability:** You are flexible and reliable, able to slot into our existing roster and available for a minimum of 4 shifts per week, Monday-Thursday, plus one Saturday shift every four weeks. You can work a mix of early (7:30am–2:45pm) and late (12:30pm–8:00pm) shifts every week.
- **Thrive in a fast-paced environment:** You can keep track of competing priorities while maintaining calm and focus.
- **Are approachable and empathetic:** You naturally create a positive and welcoming experience for everyone you meet.
- **Communicate clearly and confidently:** Whether it's scheduling appointments, providing updates to clients, or liaising with external clinics, you bring professionalism to every interaction.
- **Enjoy problem-solving:** You're proactive and adaptable, always looking for ways to improve and contribute.

### THE ROLE

As a **Customer Care team member**, you'll play a pivotal role in ensuring our clinic operates smoothly and our clients feel supported every step of the way. Your responsibilities will include:

- Managing appointment bookings and surgery schedules.
- Handling a busy multi-line phone system efficiently.



- Supporting clients with billing inquiries and reception duties.
- Assisting with inventory management and maintaining accurate client records.
- Serving as a key communication link between our vets, clients, and external clinics.
- Providing comfort and support to clients and their pets during visits.

This is a fast-paced and rewarding role where no two days are the same.

#### WHY THIS ROLE IS DIFFERENT

This isn't just another customer service job, it's an opportunity to be part of a high-performing, compassionate team that genuinely values its members. At our clinics you will find:

- **A supportive and collaborative culture:** We believe in lifting each other up and celebrating achievements together. With a team of 10 experienced vets, and 30+ skilled nurses, we foster a truly collaborative environment to ensure the best outcomes for our patients.
- **Opportunity for growth and development:** Your professional growth is our priority. Benefit from regular team and staff meetings to share insights, exchange knowledge, and build your expertise. Plus, take advantage of a dedicated CPD budget to further enhance your skills.

#### HOW TO APPLY

We are shaking things up a bit, we want to see how passionate you are about a role at Gawler Animal Hospital. Applications must **include a short 2 minute video** telling us why we you are the perfect candidate and how you meet our 'About You' criteria!

Applications should also include a cover letter and a resume. In your cover letter, tell us about your experience and why you would be a fantastic fit for our team.

As we are asking for a short video as well as a written application, applications **need to be emailed direct to Helen Hughes at [office@gawlervets.com.au](mailto:office@gawlervets.com.au)**