



## CUSTOMER CARE TEAM MEMBER

*Gawler Animal Hospital & Animalia Vet Clinic – South Australia*

Gawler Animal Hospital and Animalia Vet Clinic are seeking an experienced Customer Care Team Member to join our well-established and highly regarded veterinary practices. This role is suited to someone with a minimum of three years' experience in a busy reception or administrative position who is confident working in a professional, fast-paced environment.

We are recognised for delivering high standards of veterinary care within a supportive and collaborative workplace. Our Customer Care Team plays a critical role in the day-to-day operation of our clinics, ensuring a seamless experience for clients while upholding the professionalism and empathy that define our service.

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### **The Role**

As a member of our Customer Care Team, your responsibilities will include:

- Managing appointment bookings and coordinating busy clinical schedules
- Handling a multi-line phone system with efficiency and professionalism
- Responding to client enquiries via phone and email
- Maintaining accurate and up-to-date client records
- Assisting with inventory administration
- Acting as a key communication link between veterinarians, nurses, clients and external clinics

This is a front-of-house position requiring strong organisational skills, attention to detail and the ability to prioritise effectively.

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### **About You**

You will demonstrate:

- A minimum of three years' experience in a reception or administrative role, ideally within a healthcare or veterinary setting
- Confidence managing high call volumes while maintaining excellent customer service standards
- Clear and professional written and verbal communication skills
- A calm, organised approach in a busy environment
- A professional and empathetic manner with clients and colleagues
- Proven capability across core administrative functions
- Reliability and flexibility, including availability to work weekdays and one Saturday in four

The position includes a mix of early shifts (7:30am–2:45pm) and late shifts (12:30pm–8:00pm), and the successful applicant must be able to integrate into an existing roster.

We value Autonomy, Collaboration, Vulnerability, Family and Accountability, and seek someone who demonstrates these principles in their daily work.

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### **What We Offer**

- A supportive and team-focused workplace culture
- Collaboration with 10 veterinarians, 30+ nurses and an established customer care team
- Ongoing professional development, including access to a dedicated CPD budget
- A practice committed to high clinical standards and staff wellbeing

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## How to Apply

Applicants are required to submit:

- A short two-minute video outlining why you are suited to the role and how you meet the “About You” criteria
- A cover letter
- An up-to-date CV

Applications should be emailed directly to Helen Hughes at [office@gawlervets.com.au](mailto:office@gawlervets.com.au).