



**Job Title:** Client Care Representative

**Weekly Hours:** Full Time, 40 hrs/wk

**Supervised by:** Director, Practice Operations

**Posting:** External

**Position Overview:** Responsible for welcoming Vive clients and checking patients in and out. Representing the Vive mission by showing over-the-top customer service to every individual that comes to the practice. Clearly communicating with surrounding team members to make each visit enjoyable, and making our families feel heard and connected. High accountability with other team members for taking responsibility of the patients entire in-office experience. Supervised by Director, Practice Operations.

**Responsibilities:**

<p>1. Greeting clients with over the top customer service and hosting the families experience by assisting them in the check in/out process and owning the waiting room atmosphere. Also answers incoming phone calls and guides clients through their overall experience. Inviting, connecting, and partnering with our patients and families to help provide extraordinary patient care. Responsibilities including but not limited to refreshing waiting area multiple times throughout the day, ensuring collection of forms and new client paperwork, owning flow of the appointments, assisting Providers as needed with handling paperwork, scheduling future appointments, and collecting payment.</p>	<p>75%</p>
<p>2. Completing daily administrative tasks including but not limited to reviewing provider schedules, prepping charts for upcoming appointments, and cleaning and organizing the Front Desk, coffee station, and waiting room areas. Owning the cancellation list and reaching out to clients to schedule. Assists with special projects and tasks as needed for the overall success of the practice.</p>	<p>10%</p>
<p>3. Filling in with Intakes and Client Billing as needed and working together as a team to ensure that the entire clients experience is smooth and exceptional.</p>	<p>10%</p>
<p>4. Attending team meetings and trainings throughout the year, including quarterly team development.</p>	<p>5%</p>

**Required Education & Certifications:**

- Customer service experience preferred.
- Minimum education requirement: High School Diploma or GED.
- Comfortable with computer skills and typing.
- Strong relational and “WOO” traits
- Willing to be on your feet for 50% of your working hours

**Work environment and Physical Demands:** Requires sitting, standing, and walking associated with a normal physician office environment. Person may be exposed to fumes, airborne particles, infectious diseases, blood/bodily fluids, and disease-bearing specimens.