



Animal Emergency & Specialty
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“Compassionate emergency & specialty vet care for your best friend! Family owned & operated since 1980.”

Lead Client Care Specialist

Earn \$52K - \$62K + Benefits Working 4 Shifts Per Week!

- World-class medicine in a friendly, family-owned practice
- Genuine work-life balance with opportunities for growth and leadership
- \$25 - \$30 per hour + profit sharing + shift differentials + benefits + time off

Advance your knowledge and expand your skills by joining a team of talented and compassionate veterinary professionals who provide progressive patient care and exceptional client service in a positive and collaborative work environment.

Opportunity

Are you passionate about helping pets and their people? Do you take pride in problem-solving and going above and beyond to help others? Are you a quick study who thrives in a fast-paced environment? Is communication your superpower? Would you enjoy managing a team of exceptional Client Care Specialists? If so, you may be the perfect Lead for our Client Care Team. Learn and grow with our Team!

About Us

Animal Emergency & Specialty (AES) is a family-owned (non-corporate), small-animal emergency and specialty hospital in picturesque, pet-friendly [Kirkland](#), Washington. AES has served Eastside pets and their people for over 40 years. Our beautiful, state-of-the-art facility was designed for optimal comfort and efficiency. We are honored to partner with over 100 referring clinics and support numerous community and rescue organizations. Check out what clients are saying about us on [Facebook](#) and [Yelp](#)!

Position Overview

The Lead Client Care Specialist (CCS) elevates the client experience at AES by overseeing a team of highly skilled Client Service Specialists. The Lead CCS is involved in recruiting, hiring, and training CCSs. They support CCSs in the daily performance of their duties, working alongside them. The Lead CCS optimizes the Client Care Team's schedule with the hospital's needs, ensuring maximum efficiency and productivity. They serve as a resource for CCSs and clients, resolving complex issues tactfully and professionally. The Lead CCS drives clientele and referrals to our hospital by delivering exceptional customer service. They also support veterinarians, technicians (LVTs), and veterinary assistants (VAs) in daily patient and client care.

Education, Licenses, & Certifications

- High school diploma or GED required; college degree or equivalent experience preferred.

- 2+ years of experience working in a veterinary hospital required; 1+ years of experience as a veterinary receptionist preferred.
- 3+ years of increasing responsibility in customer service or retail sales preferred.

Knowledge, Skills, & Abilities

- Exceptional client service and communication skills.
- Outstanding people skills, including the ability to relate to individuals of different backgrounds.
- Effective conflict-resolution skills, including active-listening and de-escalation techniques.
- Positive, can-do attitude with a strong work ethic.
- Leadership and motivational skills.
- Professionalism, tact, and high emotional intelligence.
- Superior attention to detail and high level of accuracy.
- Strong analytical, time-management, and problem-solving skills.
- Ability to prioritize, multitask, and complete tasks with frequent interruptions, independently and as part of a team.
- Mathematical skills, including the ability to settle accounts and process payments.
- Administrative skills, including fluency with office technology and Windows-based applications.
- Basic understanding of feline and canine anatomy and physiology.
- Capable of learning and explaining medical and surgical terminology.
- Empathetic, trustworthy, and dependable.
- Regular attendance and timeliness are essential.
- Reliable transportation is required.

Compensation & Benefits

AES offers industry-leading compensation and benefits packages, including:

- Competitive hourly rate with shift differentials;
- Quarterly profit-sharing;
- Paid time off, meal periods, and breaks;
- Employer-matched retirement account;
- Health, vision, dental, and hearing insurance with a low deductible;
- Flexible scheduling (three or four-day workweek with consecutive days off available);
- Licensing, continuing education, membership, and FIGS uniform allowances;
- Pet-care discounts; and more!

How to Apply

Qualified applicants are encouraged to email a cover letter and résumé to Kathie O'Hanlon, Hospital Administrator, at kathie@aesvets.com. No telephone inquiries, please. AES is an equal-opportunity employer. We look forward to hearing from you!