

Position Title: Patient Service Representative – Large Animal

Department: Veterinary Medicine & Surgery

Position Type: Full-Time Staff

Job ID: 49900

Job Description:

The **College of Veterinary Medicine** at MU is on a mission to inclusively educate and train outstanding clinicians and scientists from diverse backgrounds, generate new knowledge, engage stakeholders, and foster economic growth, all of which promote and protect the health and welfare of animals and people. *Simply put, our mission is to Teach, Heal, Discover and Serve.*

Veterinarians throughout the Midwest refer animal clients to the **Veterinary Health Center** for specialized diagnoses and treatment. With sophisticated therapeutic equipment that includes an underwater treadmill, advanced imaging techniques, and groundbreaking equine lameness diagnostic equipment, we are a center for animal healthcare.

We are seeking a **Patient Service Rep - Hospital Liaison to join our Large Animal clinic**. Our facility, located at Clydesdale Hall, provides state-of-the-art teaching and medical services, including ambulatory services. In addition to regular check-ups and preventive health care, we feature cutting edge surgical and intensive lifesaving medical care.

Standard responsibilities will vary based on clinic needs, but may include:

- Perform a variety of office and clerical duties to support patient scheduling, receiving, discharge, accounting, medical record and reception functions for the Equine, Food Animal and Reproductive Clinics of the Veterinary Health Center.
- Answer incoming phone calls and handle or route as appropriate.
- Schedule patients using appointment module of the hospital information system in accordance with instructions or protocols for the appropriate service.
- Review, monitor and enter appropriate data into the patient medical record including procedure codes, fees, patient or client information changes.
- Audit charges input by services and as presented on “travel sheets”
- Scan records which have been discharged and verified by the clinician. Attach additional documentation as provided by the owner, referring DVM or clinical personnel.
- Receive payment at time of discharge and properly record in the hospital information system.
- Assist in orientation of new students and staff members
- Perform other office/clerical duties as assigned or as time permits.

Shift:

Monday - Friday 8am - 5pm

Minimum Qualifications:

High school diploma or an equivalent combination of education and experience from which comparable knowledge, skills and abilities can be acquired. Six (6) months of experience with front-line customer service and guest relations duties and skills.

Successful candidate will exhibit the following skills and core competencies:

- Present a friendly and empathetic demeanor.
- Maintain a high level of professionalism.
- Communicate clearly and effectively with diverse internal and external constituent and client populations.
- Be able to thrive in a busy, fast-paced environment and effectively manage multiple tasks, projects, and priorities.
- Bring a high degree of organization and attention to detail.
- Exhibit a willingness to learn and grow professionally, as well as be a supportive and collegial team member.

Preferred Qualifications:

- Previous experience providing in-person, client-focused, customer service at in a clinic, practice, or professional office setting is preferred.
- Previous experience within a medical or veterinary setting and familiarity with medical or veterinary terminology and practice is highly valuable, but not required.

Anticipated Hiring Range:

Hiring Range: \$15.00 - \$15.25 per hour

Grade: PAT 3A

University Title: Patient Service Representative

Internal applicants can determine their University title by accessing the Talent Profile tile in myHR

Community Information:

Columbia offers small-town friendliness with big city features and a high quality of life for people of all ages and interests. Founded on education and known as an ideal college town, its location also makes it an attractive spot for businesses and travelers. Located on Interstate 70 and U.S. Highway 63, Columbia is right in the middle of the state and the nation. Just a couple hours' drive from St. Louis and Kansas City, Columbia is Boone County's largest population center offering big-city culture, activities, and resources with a low cost of living. Columbia is home to a variety of restaurants and entertainment venues and hosts more than a dozen cultural festivals each year. If you want to grow your career, continue your education, raise a family, and retire, Columbia is a good place to be!

Benefit Eligibility:

This position is eligible for University benefits. As part of your total compensation, the University offers a comprehensive benefits package, including medical, dental and vision plans, retirement, and educational fee discounts for all four UM System campuses. For additional information on University benefits, please visit the Faculty & Staff Benefits website at <https://www.umsystem.edu/totalrewards/benefits>.

Values Commitment:

We value the uniqueness of every individual and strive to ensure each person's success. Contributions from individuals with diverse backgrounds, experiences and perspectives promote intellectual pluralism and enable us to achieve the excellence that we seek in learning, research and engagement. This commitment makes our university a better place to work, learn and innovate.

In your application materials, please discuss your experiences and expertise that support these values and enrich our missions of teaching, research, and engagement.

Equal Employment Opportunity:

The University of Missouri System is an Equal Opportunity Employer. Equal Opportunity is and shall be provided for all employees and applicants for employment on the basis of their demonstrated ability and competence without unlawful discrimination on the basis of their race, color, national origin, ancestry, religion, sex, pregnancy, sexual orientation, gender identity, gender expression, age, disability, or protected veteran status, or any other status protected by applicable state or federal law. This policy applies to all employment decisions including, but not limited to, recruiting, hiring, training, promotions, pay practices, benefits, disciplinary actions and terminations. For more information, visit <https://www.umssystem.edu/ums/hr/eeo> or call the Director of Employee and Labor Relations at 573-882-7976.

To request ADA accommodations, please call the Director of Accessibility and ADA at 573-884-7278.