

JOB DESCRIPTION

HOSPITAL CLIENT CARE

Reports to: Head of Client Care

FIRST IMPRESSIONS LAST! Reception is most often the first point of interaction with our practice for a client (or potential client) and it is the experience at this first touchpoint which will often leave the greatest impression – good or bad. Our teams aim to consistently deliver the highest standards of service and our Client Care team are key to this; they often spend more time in front of our clients than our clinical teams.

SUMMARY: A warm acknowledgement to visitors at the earliest opportunity is just the start of the client's journey when they walk through our doors. A client-facing team is pro-active in engaging clients and pets with pride taken in the high level of service delivered across the board in the Hospital and branch surgeries. Our Client Care team benefits both from training sessions with visiting professionals and suppliers, driven by their own desire to find out more for themselves, keeping abreast of all the products and services available for clients. It's important also that our front of house team ensures relevant information and leaflets are kept up to date and topped up as well as assisting in the shop areas. It's not simply a desk job! While information is important, clients don't care what you know until they know that you care.

SKILLS REQUIRED:

- Communication – must be engaging but importantly a good listener
- Ability to assess mood and tone of caller/visitor to match response appropriately
- Empathy
- Ability to remain calm delivering key information succinctly, sometimes under pressure
- Resourceful and a solution provider
- Completer finisher, ensuring nothing is left unfinished
- Computer literate – will book information onto client management program (appointments etc)

KEY RESPONSIBILITIES:

- SETS TONE/STANDARD FOR **CLIENT** EXPERIENCE AT START & FINISH
- MANAGES **CLIENT** EXPECTATIONS EFFECTIVELY TO AVOID DISAPPOINTMENT
- ENSURES **CLIENT** QUESTIONS/CONCERNS ARE ANSWERED EFFICIENTLY USING KNOWLEDGE AND RESOURCE AVAILABLE
- LISTENS, IDENTIFIES NEEDS AND REPEATS BACK TO **CLIENT** (ESPECIALLY ON PHONE)
- PROVIDES INFORMATION TO **CLIENT** AND ENSURES THEY UNDERSTAND VALUE OF OUR SERVICE; NOT JUST GIVEN A PRICE
- SHOWS EMPATHY & UNDERSTANDING TO **CLIENTS** – ALWAYS CONSIDERING WHAT THEY MAY BE FEELING
- ALWAYS REMEMBERS THAT NOTHING IS ROUTINE FOR A **CLIENT** – ENSURING UNDERSTANDING AND REASSURANCE
- WHEREVER POSSIBLE ENGAGES WITH **CLIENTS** WHILE THEY WAIT
- ENSURES THE RECEPTION AREA REMAINS CLEAN & TIDY AND UP-TO-DATE WITH **CLIENT** INFORMATION
- PROACTIVE IN FOLLOWING THROUGH TO CONCLUSION ANY OUTSTANDING **CLIENT** QUERIES
- SHOWS DISCRETION AT ALL TIMES AND REMAINS MINDFUL THAT OTHER **CLIENTS** ARE OFTEN IN THE AREA
- REDIRECTS CALLS EFFICIENTLY, WHICH MAY OR MAY NOT BE FROM **CLIENTS**
- ENSURES **CLIENTS** ARE AWARE WHAT THEY ARE PAYING FOR WHEN SETTLING ACCOUNTS
- LOOKS FOR OPPORTUNITIES TO IMPROVE **CLIENT** EXPERIENCE & FEEDS BACK IDEAS
- REMAINS PROFESSIONAL AT ALL TIMES ESPECIALLY IN FRONT OF THE **CLIENT**
- PROMOTES SERVICES AND PRODUCTS TO BOTH VISITORS AND **CLIENTS**
- BUILDS RELATIONSHIPS AND **CLIENT** LOYALTY – encourages feedback too, including review sites