



Position Title: Client Coordinator

Department: Intake Front Desk

Reports To: Intake Manager

Pay rate: \$15-\$18 (based on experience)

Schedule: Full-Time, Tuesday-Saturday, 7:00am-4:00pm (includes weekend work)

Please send resume to Intake@memphishumane.org

Position Summary:

The Client Coordinator is the first point of contact for clients and a key support role for both the veterinary and intake teams. This position combines front office responsibilities with direct support of animal intake activities, ensuring smooth client communication, efficient administrative processes, and compassionate care for both pets and their owners. The role requires strong customer service skills, attention to detail, emotional resilience, and the ability to thrive in a fast-paced and often emotionally charged environment.

Essential Duties & Responsibilities:

Client & Patient Care

- Greet and welcome clients and their pets with professionalism and empathy.
- Check in patients for appointments, surgeries, or intake services, ensuring accurate client and pet records.
- Provide comfort and support to clients in difficult or emotional situations.
- Offer general education on products and preventative care (e.g., parasite control, nutrition) without giving medical advice.
- Handle client questions and concerns, resolving or escalating as appropriate.

Intake Support

- Assist with community members surrendering owned or stray animals.
- Support animal assessments alongside intake or animal behavioral staff.
- Aid in administering vaccines, medications, microchips, and diagnostic testing as directed.

Administrative Duties

- Manage a multi-line phone system; triage calls and inquiries by urgency.
- Schedule, confirm, and reschedule appointments and follow-ups.
- Process payments, invoices, and other financial transactions.
- Prepare, maintain, and accurately update electronic and paper records.
- Manage incoming/outgoing mail, email.

Clinic & Facility Support

- Alert veterinary/medical staff to patient arrivals.
- Maintain cleanliness, organization, and safety of reception, intake, and waiting areas.
- Coordinate with outside clinics, labs, shelters, and specialists for records or service needs.
- Follow shelter/veterinary protocols for safety, animal handling, and sanitation.
- Participate in staff meetings, training, and cross-department collaboration.

Qualifications & Skills:

- High school diploma or equivalent required; advanced coursework in animal science, vet tech, or related field preferred.
- Previous experience in veterinary, shelter, medical office, or animal care environment is strongly preferred.
- Strong computer and data entry skills; ability to learn animal management software quickly.
- Excellent communication, conflict resolution, and customer service skills.
- Ability to handle animals of varying sizes and temperaments safely and compassionately.
- Strong multitasking, organizational, and time-management abilities.
- Emotional resilience and ability to remain calm under pressure.

Physical & Environmental Requirements:

- Must be able to stand, kneel, bend, or crouch for extended periods.
- Must be able to lift and carry up to 50 lbs.
- Work may involve exposure to noise, odors, cleaning chemicals, animal waste, scratches, bites, and zoonotic diseases.

