



Cat Depot is a rescue, adoption, education and resource center in Sarasota, Florida looking for an experienced **Veterinary Receptionist / Customer Relations Specialist** for our public veterinary clinic. A positive, cheerful, smiling demeanor is essential. Must work very well with a passionate team of cat lovers to continually elevate client and patient care. Our receptionists need to be skilled communicators, empathetic listeners, and process-oriented problem solvers. They are the face and voice of our practice, the front line for discerning cat owners.

Job Duties: You will be greeting clients, scheduling appointments, answering multiple phones simultaneously, documenting medical records, managing accounts receivable, appointment reminders, and ensuring that clients have the best experience from the time they walk in the door to checking out. This position is the face and voice of the clinic and requires a professional, calm, warm and compassionate person who excels working at a fast-paced, high-touch environment of diverse clientele, including donors, employees, volunteers, the public and even homeless pet parents.

Requirements for this position: The successful candidate loves people and uses compassion, listening skills, cat medical and behavior experience, and sensitive, supportive communication to exceed their expectations. The desire to make a difference in the lives of cats and their people through compassion, education, attention to detail, warm phone presence, documentation, and by being a resource for their cat's medical needs is required. The ability to multi-task in a fast-paced environment with shifting priorities and then follow through so no details are missed is constant. The ability to troubleshoot situations with advanced problem-solving acumen, and to work with clients in emotional situations is necessary. Must be flexible to work weekends and changing schedules to meet the needs of the organization and community.

CRS Qualifications: The Cat Depot team member joining us in this position loves cats and veterinary medicine and has a desire to continually learn and improve. Working as a member of a team to do whatever is necessary, no matter how big or how small is critical. To be considered, you must have a stable work history, a minimum of 1 year of high-volume client service, phone answering and scheduling experience. A minimum 1 year of veterinary or similar animal work experience is preferred. AVImark experience a plus!

Benefits: In addition to the opportunity to work with cats and a team who loves them every day, you will receive competitive compensation, health insurance, paid time off and an opportunity to make a real difference in your community!

To apply, please submit your resume and cover letter via email to larrym@catdepot.org highlighting your relevant experience in the veterinary field. Or you may search for us on [Indeed](#) and submit your resume online. Only qualified candidates will be contacted for an interview.

Cat Depot is a smoke and drug free workplace and is an EOE.