



EXCEPTIONAL OPPORTUNITY TO JOIN OUR CUSTOMER CARE TEAM

At Gawler Animal Hospital, we're not just offering a job; we're inviting you to become part of something extraordinary. As a well-established and highly respected veterinary practice in South Australia, we've built a legacy of excellence in pet care, client service, and team collaboration. Now, we're searching for a dedicated and skilled Customer Care team member to join us full-time.

If you're ready to take your career to the next level in an environment where your contributions will make a meaningful difference, read on.

WHO WE ARE

For decades, Gawler Animal Hospital has stood out as a leader in pet healthcare. Our success is built on more than just state-of-the-art veterinary services, we pride ourselves on creating a welcoming and supportive environment for our team, our clients, and their pets.

Why join us?

- **A strong sense of community:** We build personal connection with our clients, patients, and team members and this is reflected in everything we do.
- **A focus on well-being:** From weekly check-ins to social events and access to professional mental health resources, we care for our team just as much as we care for our patients.
- **Professional excellence:** We continually evolve, striving to set the benchmark for veterinary care in South Australia.

ABOUT YOU

We're looking for someone who aligns with our values: **Autonomy, Collaboration, Vulnerability, Family, and Accountability.**

You're a great fit for this role if you:

- **Thrive in a fast-paced environment:** You can keep track of competing priorities while maintaining calm and focus.
- **Are approachable and empathetic:** You naturally create a positive and welcoming experience for everyone you meet.
- **Communicate clearly and confidently:** Whether it's scheduling appointments, providing updates to clients, or liaising with external clinics, you bring professionalism to every interaction.
- **Enjoy problem-solving:** You're proactive and adaptable, always looking for ways to improve and contribute.
- **Experience:** You have previously worked in the veterinary industry - favourable, but not essential

THE ROLE

As a **Customer Care team member**, you'll play a pivotal role in ensuring our clinic operates smoothly and our clients feel supported every step of the way. Your responsibilities will include:

- Managing appointment bookings and surgery schedules with precision.
- Handling a busy multi-line phone system efficiently.
- Supporting clients with billing inquiries and reception duties.
- Assisting with inventory management and maintaining accurate records.
- Serving as a key communication link between our vets, clients, and external clinics.
- Providing comfort and support to clients and their pets during visits.

This is a fast-paced and rewarding role where no two days are the same.

WHY THIS ROLE IS DIFFERENT

This isn't just another customer service job, it's an opportunity to be part of a high-performing, compassionate team that genuinely values its members. At Gawler Animal Hospital, you'll find:

- **A positive and collaborative culture:** We believe in lifting each other up and celebrating our successes.
- **Room to grow:** We're committed to helping you develop your skills and advance your career.



- **A sense of purpose:** Every day, you'll play a vital role in improving the lives of pets and their families.

HOW TO APPLY

If this sounds like the role for you, please send your cover letter and resume to **Helen Hughes at office@gawlervets.com.au**.

In your cover letter, tell us about your experience and why you would be a fantastic fit for our team

Applications close on 13 December 2024.

Please note that only shortlisted candidates will be contacted.