

## **Client Service Representative (CSR) – Veterinary Medicine**

### **Location: Memorial Villages Animal Hospital – Houston, TX**

Are you passionate about animals and love connecting with people? Looking for more than just a job—something that feels like a purpose?

Memorial Villages Animal Hospital (MVAH) is hiring a Client Service Representative (CSR) to join our exceptional front desk team. We believe every client interaction is an opportunity to create comfort, trust, and peace of mind—and our CSRs are at the heart of that mission.

Whether you come from a veterinary background or high-end hospitality, if you're committed to excellence in service and want to be part of a team that truly values your contributions, we'd love to meet you.

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#### **What Makes MVAH Different:**

- We prioritize client experience at every level of care.
  - We foster a supportive, growth-minded culture—you're not just a receptionist here; you're a vital part of the care team.
  - We're a practice where careers are built, not just shifts filled.
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#### **What You'll Do:**

- Greet clients with warmth, professionalism, and empathy
  - Handle appointment scheduling, client communications, and follow-ups
  - Manage check-in/check-out processes efficiently and kindly
  - Maintain accurate patient records and assist the medical team as needed
  - Be a calming, confident presence for people and their pets
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#### **What We're Looking For:**

- Experience in a customer service role
  - Excellent communication and problem-solving skills
  - Comfortable with technology and fast-paced environments
  - A love for animals and a genuine desire to help people
  - A proactive team player who brings positivity to the workplace
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#### **What We Offer:**

- Competitive pay based on experience
  - Paid Time Off (PTO)
  - Health insurance options
  - Generous employee discounts for your own pets' care
  - Real opportunities for career growth—whether you want to deepen your client service role or explore new paths in veterinary care
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Schedule:

Full-time or part-time available. Some weekend availability is required.

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At MVAH, we don't just take care of pets—we take care of each other. If you're looking for a place where your work truly matters, and where your career can grow alongside a thriving, high-quality veterinary practice, we'd love to hear from you.

**To apply, please email your resume and contact details to [hello@mva pets.com](mailto:hello@mva pets.com).**