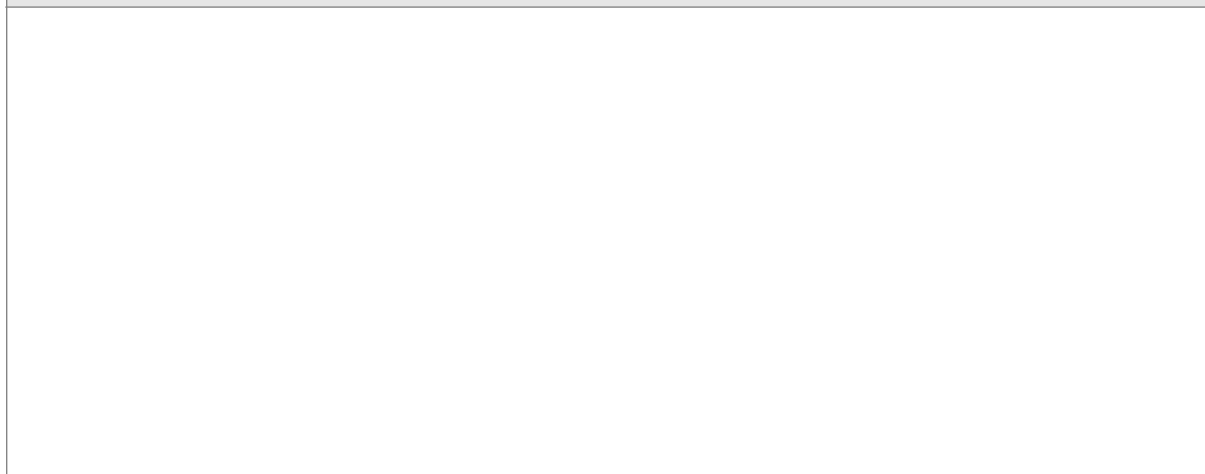


## Client Care Manager Job Description

**This is a guide and should be used as such.** Each practice team member should be aware of their specific responsibilities and how they as an individual contribute to the overall success of their team and the practice.

<b>Role:</b>	Client Care Manager
<b>Department:</b>	Leadership team and Client Care team
<b>Reports to:</b>	Practice Manager

### Organisation Chart:



### Overview of Role:

To ensure provision of excellent client care and to promote this throughout the organisation. The goal is to keep the client care team running in an efficient and profitable manner, to increase client satisfaction, loyalty and retention and to meet their expectations and ensure client care team wellbeing.

### Responsibilities:

- To drive Lynwood Vets values and culture without compromise within your role
- You will be client-facing, and be a strong influencer in 'doing the right thing'
- Leading your entire team within our culture to achieve the goal – Outstanding Customer Experience Improve customer service experience, create engaged clients and facilitate organic growth by identifying opportunities for improvement
- Take ownership of client issues and follow through to resolution
- Set a clear mission and deploy strategies focussed towards that mission
- Recruit, mentor and develop client care team members and nurture an environment where they can excel through encouragement and empowerment.
- Managing a team, engaging colleagues to motivate, delivering training where required, and providing transparent feedback on performance levels across the team
- Carry out performance management including PDRs, identifying specific training needs
- Keep accurate records and document customer service actions and discussions.
- Develop service procedures, policies and standards. Produce financial data and business case for these. You will be capable of focused and efficient business case delivery.
- Maintain an orderly workflow according to priorities
- Contribute to continuous improvement and change by actively participating in the process and implementing suggested improvements.
- Contribute to the achievement of quality policies by encouraging an environment where high quality work is achieved and is supported by the adherence/ development of quality system documentation.
- Actively participate in personal performance planning and appraisal through accepting and providing positive and constructive feedback. Undertake training and development opportunities that are identified as necessary to achieve work unit goals, and gain awareness of corporate responsibilities through the appropriate induction processes and participation in other relevant programs.
- Monitoring of calls, production of reports, and the development of action plans to deliver and improve excellent client service
- Sales of Insurance, PHP, nurse clinics and counter sales
- Deliver performance targets and individual KPIs
- Liaise with payroll to ensure transfer of relevant information
- Support the annual salary review programme
- Control resources and utilise assets to achieve qualitative and quantitative targets
- Help in the design and implementation of all marketing strategies
- Ensure marketing opportunities presented to local media
- Responsible for the management of the Lynwood Vets information, telephone, email, and webchat services
- Keep ahead of the industry's developments and apply best practices to areas of improvement
- Adhere to and manage the approved budget
- Analyse statistics and compile accurate reports Access the Practice Management

**Person Specification:**

The role would be best suited to a person who:

- Enjoys working as part of a team.
- Calm and Empathetic
- Flexible and able to adapt to change
- Organised and efficient
- A desire for continuous improvement

**Skills/Qualifications:**

- Demonstrated excellence in interpersonal communication skills, with a strong emphasis on client interaction
- Ability to use Microsoft Office and construct formal letters
- Ability to take a strategic view of the practice development.
- Demonstrate leadership behaviours on a consistent basis.
- Manage own time and workload effectively.
- Confident in delivery of HR processes and performance management would be an advantage