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reception@ICVSASIA.com

Client Services Associate (Front Office):

An individual with friendly, warm and outgoing personality needed as a client services associate in the front office at China's premier international animal hospital and pet care facility. You are a fast learner, flexible and adaptable to changes and eager to learn best practice management skills. You can problem solve independently but also know when to ask team members for help. You like animals and have had pets of your own.

Requirements:

- Male or female
- College graduate and above - preferably English major with business knowledge
- At least 2-years work experience (preferably in English speaking environment)
- Native Mandarin with excellent spoken and reading/writing English skills
- Good computer skills and competency with Mandarin/English Microsoft Office software (e.g., Word, Excel, Powerpoint, etc.)

Job description:

- Answering calls in Mandarin and English
- Scheduling and maintaining doctor/hospital appointments
- Preparing and updating patient information management systems
- Preparing invoices and collecting payment
- Ordering and re-stocking office and hospital supplies

- Preparation of hospital marketing and communications materials
- Ensuring prompt delivery and responses to calls and messages
- Assisting with client communications in English and Mandarin
- Perform any other duties as required

Please send resume to: reception@ICVSASIA.com

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