

CLIENT SERVICE REPRESENTATIVE (CSR)/ VETERINARY RECEPTIONIST

Oakland, CA • Full-Time



You're the first face every worried pet owner sees. That matters more than most people realize.

When someone walks in frightened for their best friend, you're the one who steadies them. When the phone rings with a scared voice on the other end, you're the calm. Anyone can answer a phone and check people in. What we're looking for is rarer: the person who, in the first 30 seconds, makes a nervous client feel that their pet is in good hands. If that's a knack you have, you already know it — and you probably know how rarely it gets the credit it deserves.

Here, it gets the credit it deserves.

Take a moment to get to know us. We're an **independently owned, progressive, well-established** hospital in Oakland. A place where the medicine is driven by doctors and standards of care, not corporate profit targets. Our team will tell you it's the best place they've ever worked, and we invite you to find out why. You'd be joining a smart, kind, collaborative team in a recently renovated, state-of-the-art facility — a team that treats the front desk as the heart of the hospital, not an afterthought.

The days are busy and full: greeting clients and patients, juggling a multi-line phone, scheduling, invoicing and payments, and handling the tender moments too — the welcome cards, the reminders, the sympathy notes that mean so much to a grieving family. It takes warmth, a level head, and real care. Do it well, and you become someone our clients look forward to seeing.

If you're warm, unflappable, organized, and genuinely good with people, we'd love to talk.

A few things to know about The Grand Lake:

- **We're independently owned and doctor-led** — medical decisions are made in the exam room, not a boardroom.
- **We're proud of our team culture** and our rare staff turnover. People come here and stay.
- **We invest in you:** generous CE support, frequent Lunch and Learns, and real opportunities to grow within the practice.
- **Our community has recognized us** — runner-up in the East Bay Express "Best of the Bay" Reader Poll and a NextDoor Neighborhood Favorite.

THE GRAND LAKE COMPENSATION PACKAGE



We offer an extremely competitive compensation and benefits package.

WHAT WE OFFER:

- Competitive pay based on experience and production (\$19–\$21/hour)
- Medical, dental, and vision insurance
- 401(k) with up to 4% employer match
- Profit-sharing plan
- Paid Time Off (full-time) and paid holidays
- Educational Assistance Reimbursement — up to \$5,250/year for qualifying programs
- Generous employee pet discounts
- Team-building events and frequent Lunch and Learns
- Real opportunities to grow within the practice
- A genuinely great team culture

WHAT YOU BRING:

- High school diploma or equivalent
- A warm, steady presence and genuine care for people and their pets
- Strong communication skills and the ability to calm a stressful moment
- Comfort juggling several things at once — phones, front desk, and computer
- Basic computer skills and accurate data entry (we're a paper-light practice)
- Reliability and a team-first attitude
- Customer service or veterinary experience is a plus, but not required

As Amy Poehler put it, “Find a group of people who challenge and inspire you, spend a lot of time with them, and it will change your life forever.”

Come be the reason someone's hardest day gets a little easier.

Equal Employment Opportunity

We value diversity and respect. It is the policy of The Grand Lake Veterinary Hospital to afford equal opportunities to all applicants and employees regardless of race, color, religion, sex, national origin, age, non-disqualifying disability, or status as a disabled or Vietnam-era veteran.

Is this your kind of place? We'd love to hear why. Send us a quick note about why you think you'd be a great fit, along with your resume, to careers@grandlakevet.com.