

Patient Care Coordinator

Animal Tracks Veterinary Service | Viroqua, WI | Full Time | Front Desk

Do you believe pets are family? So do we — and we treat our team that way, too.

Animal Tracks Veterinary Service is a privately owned small animal veterinary clinic seeking a full-time **Patient Care Coordinator** to join our front desk team. Our hospital is built on relationships, compassion, and a shared commitment to caring for both pets and the people who love them. We believe the experience our clients and patients have at our clinic is a fundamental part in our goal to nurture the human-animal bond. We are proud of the strong, supportive culture we've created and the long-term commitment of our team.

The Position

As the heart of our hospital our front desk team plays a central role in shaping the experience of our clients and their pets. In this role, you help guide pet owners through every type of visit: routine wellness appointments, scheduling questions, unexpected concerns, and sometimes emotional or difficult moments. Your presence sets the tone. A calm voice, clear communication, and genuine empathy can turn a stressful situation into a supported one.

Our Patient Care Coordinators are the first - and often last - impression of our clinic. You are helping create an exceptional client experience and an exceptional patient experience from the moment someone contacts our hospital. By staying organized, attentive, and compassionate, you play a direct role in building trust, strengthening relationships, and ensuring every visit feels thoughtful and seamless.

Because we are a small, close-knit team, this role is flexible — you will support and step in wherever needed, helping your teammates, assisting with patients, or contributing to smooth operations throughout the clinic. Your willingness to collaborate and adapt is key.

Responsibilities

- Manage appointment scheduling and multi-line phones
- Facilitate communication with clients across various platforms – email, texting, etc.
- Review invoices and process payments
- Maintain accurate electronic client and patient records
- Coordinate check-in and check-out processes for scheduled appointments, and procedures as well as our Doggie Daycare and Boarding patients
- Communicate effectively with doctors and fellow team members
- Support an organized and efficient front desk environment
- Ensure front desk area and lobby are tidy and presentable
- Handle daily mail, as well as incoming deliveries
- Stock and rotate inventory

Requirements

- A passion for patient comfort, and valued client communication
- Thrive in a busy, friendly clinic where teamwork and adaptability are key
- Embrace the variety and unpredictability of working closely with pets, clients, and coworkers

- Though beneficial, Veterinary/Front Desk experience is **not** required – work ethic, team alignment, and a willingness to learn are equally as important to us!

What We Offer

- A supportive, family-like work environment that offers the opportunity to build meaningful relationships with our clients, their pets, and our community
- At our clinic you'll be part of a team that loves to give back to our community: school tours, high school student mentorships, our annual Pet Pictures with Santa event to fundraise for our local Humane Society are a few examples. We always welcome team input and passion for new community initiatives.
- Team Building – we respect our work-life balance, and encourage chances to relax and enjoy time together outside of our daily routine. Past examples include canoe trips, boating on the lake, Brewer and Badger Games, spa days, trivia and game nights!
- Competitive Pay and Benefits – PTO, 401(k), Health Insurance, and Pet Care Discounts
- Full-time Position – 36-40 hours/week split into 4 approximately 10 hour days, with a weekend rotation resulting in one weekend a month on average

Your Role Matters Here

At our clinic, your role truly matters! You are an essential part of every client's and patient's experience, and your work directly impacts how families feel about the care their pets receive. We are proud of the culture we've built — one rooted in respect, compassion, and excellence — and we are excited to welcome a Patient Care Coordinator who shares those values and wants to make a meaningful difference every day.

Join us in creating exceptional experiences for every patient, client, and team member — we can't wait to hear from you!

Applications can be found on our website (www.animaltracksvet.com/careers), or picked up in-person at the clinic! Completed applications and resumes may be submitted via e-mail (animaltracksvet@mwt.net), by mail, or delivered in-person to the clinic!