

## The Job Interview

# CHAPARRAL VETERINARY

Cave Creek, AZ

*This state of the art animal hospital located just outside Phoenix cares for a large number of horses in addition to small animals. They're looking for a new team member who can provide clients with excellent customer service while running the front desk.*

## BUSINESS

Website: [www.cahosp.com](http://www.cahosp.com)

Size: 30 employees

Industry: Healthcare



## ABOUT THE COMPANY:

- Established in 1978, Chaparral Veterinary Medical Center has grown into a full-service animal hospital providing everything from checkups to surgery on animals including dogs and cats, horses, pigs, and even camels!

## JOB POSITION: Veterinary Receptionist ("Practice Representative")

Job Level: Mid-level

Salary Range: \$25K to \$33K

Tentative Start Date: August 2017

## RESPONSIBILITIES:

- The Veterinary Receptionist is the main point of contact for all Chaparral clients and is first and foremost expected to provide warm, courteous, and efficient customer service.
- The Veterinary Receptionist commands the front desk and is responsible for answering phones, booking/rescheduling appointments, greeting and prioritizing clients and their pet patients, coordinating and dispatching doctor outcalls, and handling client billing and payment.

## INTERVIEWERS



### PRACTICE ADMINISTRATOR: Brandt Cassel

- Brandt is known as the buttoned-up business guy at Chaparral, in charge of office management and staffing. He makes sure to ask the hard-hitting questions that analyze a candidate's technical skill level.
- Although Brandt claims to be a "strictly business" interviewer, he is warm and quick to laugh, making him a little softer than he thinks.
- Brandt's dream candidate would be someone who has customer service experience in a high-end environment, like Nordstrom's or Neiman Marcus.



### VETERINARIAN: Alison Ariano, DVM

- As a Veterinarian for nearly twenty years, Alison is thoroughly devoted to the animals she cares for. She even admits she can be more comfortable around pets than demanding people!
- Alison is a bit more reserved than Brandt, giving candidates the impression that she's a bit chillier than she realizes.
- Alison's main focus is cutting to a candidate's core capabilities and background – if they have the requisite experience to jump in and flawlessly coordinate the practice's front desk.

**Producer's note:** While both Brandt and Alison are quite laid-back, they really shine when talking about the animals they love so much and will warm up to candidates who demonstrate the same shared passion.