

# SafetyCall International, PLLC/ Pet Poison Helpline

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Work from Home      Georgia

952-841-4170

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RVT      FT      Licensure Required

**Position 1#** The Industry Representative position is responsible for responding to incoming cases via the telephone regarding potential adverse events from pet owners and veterinarians related to various animal health products manufactured by animal health clients of SafetyCall. Industry Representatives provide answers to general inquiries on routine product use, such as clarification and information slated on product labels or inserts, and document lack of efficacy cases, product complaints, customer service and other inquiry cases. This position may also respond to and process product refund requests. Industry Representatives take full histories and details of the events, triage the cases and provide accurate medical, health and safety information to the callers. Industry Representatives must accurately document each case in an electronic record to facilitate adverse event reporting and to ensure the well-being of the animals. Industry Representatives also handle minor human exposures to animal health products.

**Position #2:** The Veterinary Information Specialist position is responsible for responding to incoming cases on Pet Poison Helpline and SafetyCall's industry side via the telephone, email, and chat applications regarding potential toxic exposures, poisonings and other adverse events from pet owners and veterinarians related to various household and consumer products, animal health products, plants, OTC products, dietary supplements, prescription drugs, and other chemical exposures. Specialists take full histories and details of the events, triage the cases and provide accurate medical, health and safety information to the callers. Specialists document each case in an electronic record and follow up as necessary to ensure the well-being of the animals and facilitate adverse event reporting on the industry side. Information Specialists also handle minor human exposures.

## **Schedule**

**Position #1:** Full-time, 40 hrs/week. Shifts are 8 1/2 hour daytime shifts between 8am-5pm CST.

**Position #2:** Full time, 40 hrs/week. Positions do not have a set schedule. Shift times and shift days will vary and include weekends, typically 2 per month and up to 3 during our busy season, and some holidays. At this time available shifts are primarily evening shifts (shift start times ranging from 2pm-6pm CST and shift end times ranging from 10pm-2am CST). While we may be able to work with some scheduling restrictions, flexibility in availability is highly preferred as we operate 24/7. Overnights are not required.

Please visit our careers page at <http://www.petpoisonhelpline.com/veterinarians/job-opportunities/> for all the details including how to apply!"