

Pet Poison Helpline/SafetyCall International, PLLC

Remote from Georgia

952-841-4170

Katelyn Schmidt

careers@safetycall.com Work from home as an RVT FT, evenings and weekends

Are you looking to gain experience in an interesting, new field? Pet Poison Helpline (PPH)/SafetyCall International, PLLC (SCI) may have just what you're looking for! PPH/SCI is looking to add a full-time (40 hours/week) Veterinary Information Specialists in our office in Bloomington, MN or remote from home if outside of the Twin Cities area.

Candidates who live in Minnesota outside of the Twin Cities Metro area or in the following states are eligible for remote from home positions: Arizona, Colorado, Florida, Georgia, Kansas, Michigan, Nebraska, Nevada, North Carolina, North Dakota, South Dakota, Tennessee, Virginia, Washington and Wisconsin. Remote staff must be able to train in our home office in Bloomington, Minnesota for a 2-4 week period and meet the IT requirements described below. Candidates outside of the Twin Cities will have hotel and travel expenses reimbursed if applicable.

About Us

Pet Poison Helpline (PPH) is a 24-hour animal poison control service for pet owners and veterinary professionals who require assistance with treating a potentially poisoned pet. SCI, the parent company of PPH, specializes in industry adverse event management related to humans and animals. PPH/SCI offers competitive pay, generous PTO and benefits for all full time employees, a fun work environment with many perks, growth opportunities and experience in a fascinating field. We encourage all applicants to view our company overview videos at www.petpoisonhelpline.com and www.safetycall.com.

These positions are in a call center/office environment or remote from home if applicable. Given the nature of the positions, many pet owners and veterinary staff are calling under emergency or perceived emergency circumstances and are therefore in distress. Staff must be able to manage cases under pressure and be comfortable talking to people in various emotional states.

Veterinary Information Specialist Description

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

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 are ranging from 2pm-6pm CST and shift end times ranging from 10pm-2am-times 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.

Required Experience, Skills, Knowledge and Abilities

1. Active MN CVT Certification or ability to obtain one
2. 1+years of work experience in a veterinary clinic/hospital
3. At least one year of emergency/critical care experience preferred
4. Ability to work varying shift times and varying days, including weekends as specified above.
5. Proficiency with keyboarding and data entry, PCs, Microsoft Office, and common computer software and hardware.
6. Ability to accurately add, subtract, multiply, and divide using whole numbers, common fractions, decimals, ratios and percentages
7. Excellent verbal and written communication that is clear, concise, professional and empathetic
8. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form
9. Strong attention to detail and the ability to multitask
10. Customer service focused attitude and behavior

Remote Agent Requirements

Candidates who work remotely must have or be willing to obtain and maintain at their expense certain IT requirements including reliable high speed internet with an ISP that can supply a cable modem internet service with a minimum of 10mb download speed and a PC computer (no laptops or Apple computers) with Windows 10 and the capability to display two monitors. Candidates must also have a designated home office area that meets certain requirements and may not have any other responsibilities during the time they are working such as caring for dependents.

Licensure Required To Apply

Interested candidates should submit their resume and cover letter or introductory email to careers@safetycall.com. Introductions should include which position is of interest, your availability and any scheduling restrictions, and why you are a good fit for the remote position if applicable. Submissions without a cover letter or introductory email that includes the requested information will not be considered. Our team will review each submission and contact the candidates that most closely match the qualifications.