

## Vet Solutions Support Role (Hybrid-Office 1 day per week)

**Pay:** €35,000.00–€40,000.00 per year

**Bonus:** up to €2,000 (gross per annum) based on the achievement of individual KPIs.

### Intro:

**VetDrive** is a veterinary **practice management software platform** used by veterinary clinics to manage appointments, clinical records, billing, communications, and day-to-day operations.

We are looking for someone **energetic, friendly and confident** to join the VetDrive team.

This role focuses on **customer support, answering customer queries, onboarding new clinics**, and **providing training** to veterinary clinic teams.

You will work closely with veterinary clinics to make sure they have a smooth experience, feel supported, and get the most out of the system. **Strong communication skills** and a **great attitude** are essential. Previous experience using VetDrive would be an advantage, but is not a requirement.

### Job Description:

Customer Support and Onboarding Executive (Hybrid- 1 day per week in office)

Location: Hybrid (Each Wednesday in our offices in Roscrea Co Tipperary)

Travel: Travel to Veterinary clinics for onboarding and support.

Area: Nationally

Hours: Monday to Friday, 9:00 AM – 6:00 PM

Salary: 35,000 EUR – 40,000 EUR (depending on experience)

Holidays: 21 days annual leave + Bank Holidays

Job Type: Full-time

- A Minimum of **3 years** customer service experience required.

### About the Role

We're looking for a **proactive and friendly** Support Executive to join our team. In this role, you will handle complex customer queries (Levels 2 and 3) and ensure smooth day-to-day operations of our support function.

You will also support Veterinary clinics during the **onboarding process**, by providing in person training at the veterinary clinic, as well as **online training**.

This is a hands-on role, ideal for someone with **strong customer service experience, excellent communication skills**, and **confidence using common support tools**.

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### About Vetdrive

VetDrive is the all-in-one veterinary practice management system for small animal, large animal, and equine clinics, combining practice management, client engagement, AI tools, and business analytics.

Trusted by over 200 clinics, VetDrive is designed to support the demands of modern veterinary practices.

At Vetdrive, we're revolutionizing the veterinary industry through innovative, user-centric technology. As a fast-growing and dynamic company, we pride ourselves on fostering a culture of collaboration, creativity, and continuous improvement. With competitive salaries, and a range of perks and benefits, we prioritize the well-being and satisfaction of our team. Join us in transforming the veterinary space—your work will directly support the professionals who care for animals every day.

### Key Responsibilities

- Handle complex (Level 2 and Level 3) customer service queries and escalations
- Provide **in person training** at the veterinary clinic, as well as **online training**.
- Delegate tasks effectively within the team
- Provide excellent **customer support** via various communication channels
- Use tools such as **Microsoft Teams, Slack, Hubspot, TeamViewer,** and **Intercom** for collaboration and customer support
- Ensure service SLAs are met and customer satisfaction remains high
- Liaise with other departments as needed to resolve customer issues

### Requirements

- Minimum **3 years of customer service experience**
- **Strong communication** and interpersonal skills
- **Excellent customer service** and problem-solving skills
- Comfortable working independently in a remote environment
- Proficient with **Slack** and **Hubspot**

### Desirable Skills

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- Experience with **Microsoft Teams**
- Familiarity with **VetDrive, QuickBooks** and **Dext**
- Previous experience in a **veterinary or pet care environment**
- Knowledge of customer service best practices and KPIs

### Benefits:

- On-site parking
- Travel expenses

This is a fantastic opportunity for someone looking to take the next step in their customer service career. If you're passionate about delivering great service, we'd love to hear from you. You can email us your CV at [careers@vetdrive.co](mailto:careers@vetdrive.co)