

Customer Service Associate

Sunny South Veterinary Services – Lethbridge, Alberta

About Sunny South Veterinary Services

Sunny South Veterinary Services is an independently owned large animal veterinary practice serving livestock producers across Alberta and Saskatchewan. We are committed to building trusted, long-term relationships with producers by delivering practical veterinary support, responsive service, and animal health solutions that contribute to both livestock health and producer success.

Our team operates with integrity, respect, accountability, reliability, and curiosity, and we take pride in supporting progressive livestock operations across western Canada.

About the Role

We are looking for a dependable, detail-oriented, and customer-focused Customer Service Associate to support front counter, retail, and client service operations within our busy large animal veterinary practice and animal health retail environment.

This role serves as a primary point of contact for clients while supporting the smooth day-to-day operation of clinic, retail, inventory, and operational activities. The position is responsible for coordinating front counter service, phone support, client orders, inventory handling, and retail support activities while ensuring clients receive professional, accurate, and responsive service at all times.

Working in a fast-paced environment with frequent interruptions and shifting priorities, the role requires strong communication skills, attention to detail, sound judgment, and the ability to effectively balance customer-facing service with operational and administrative responsibilities throughout the day.

This is an active, customer-facing role and not a desk-only position. Responsibilities include front counter service, phone support, order coordination, stocking, inventory handling, and regular movement throughout the clinic, retail, and operational areas.

The successful candidate will work closely with veterinarians, RVTs, warehouse staff, field teams, and administrative personnel to help ensure clients receive accurate, timely, and professional service.

Key Responsibilities

Client Service & Front Counter Support

- Provide friendly, professional service to customers in person, by phone, and by email
- Greet and assist clients promptly and professionally
- Respond to client inquiries regarding products, services, pricing, availability, and general processes
- Help ensure clients receive clear, accurate, and timely information

- Direct prescription, dosage, treatment, herd-health, or clinical questions to the appropriate veterinary team member

Order Processing & Coordination

- Process front-counter sales transactions accurately and efficiently using retail and point-of-sale systems
- Process telephone, email, webstore, and walk-in orders with a high level of accuracy and attention to detail
- Prepare orders for customer pickup, courier, mail, or delivery
- Ensure invoices, order forms, labels, and shipment documentation are accurate and complete
- Coordinate client orders, follow-ups, and order status communication

Retail Merchandising & Inventory Support

- Receive, unpack, label, stock, and organize retail and inventory products
- Maintain clean, organized, and professional front counter, retail, and storage areas
- Monitor inventory levels and communicate shortages or restocking needs
- Properly handle medications, vaccines, refrigerated products, and temperature-sensitive inventory
- Support retail product presentation and organization throughout the clinic and retail areas
- Understand the importance of accurate handling and storage of veterinary products, medications, and inventory

Operational & Team Support

- Prioritize and manage multiple requests during busy periods
- Support smooth communication and workflow between departments
- Assist veterinarians, RVTs, warehouse staff, delivery personnel, and administrative teams as required
- Help reduce unnecessary interruptions to clinical staff through appropriate screening and routing of inquiries
- Balance customer-facing service with operational tasks throughout the day
- Support a collaborative, practical, and team-oriented work environment

What We're Looking For

We are looking for someone who demonstrates the values that guide our team and the way we serve our clients.

The ideal candidate is dependable, practical, respectful, accountable, inquisitive, and easy to work with. You take pride in supporting producers and agricultural clients with professionalism, accuracy, and responsiveness, while contributing positively to a team-oriented environment.

You are someone who:

- Demonstrates integrity and professionalism in client and team interactions
- Is reliable, punctual, and follows through on commitments
- Treats clients, teammates, and producers with respect and appreciation

- Takes accountability for your work and communicates clearly when issues arise
- Is curious, willing to learn, and comfortable asking questions
- Enjoys working in a fast-paced agricultural service environment
- Can balance customer service responsibilities with operational and inventory support tasks throughout the day

The ideal candidate will also have:

- Strong work ethic and professional attitude
- Excellent customer service and interpersonal skills
- Strong reading, spelling, verbal, and written communication skills
- High attention to detail and accuracy with orders, invoices, payments, and documentation
- Ability to effectively manage multiple tasks and shifting priorities while working with frequent interruptions
- Strong reliability, punctuality, and organizational skills
- Strong organizational and problem-solving skills
- Comfort using Microsoft Word, Excel, Outlook, POS systems, inventory systems, and operational software
- Willingness to learn veterinary retail and inventory management systems
- Comfortable following established procedures and escalating concerns appropriately

Experience & Qualifications

- Secondary school diploma or equivalent required
- Retail sales or customer service experience preferred
- Agriculture, livestock, veterinary clinic, animal health, pharmacy, or agri-retail experience considered a strong asset
- Familiarity with cattle, dairy, swine, poultry, sheep, equine, or other livestock production systems would be beneficial
- Valid driver's license preferred
- Reliable transportation preferred
- Ability to lift or maneuver up to 50 lbs
- Comfortable working in a livestock and agricultural environment

What We Offer

- Competitive starting wage from \$21.00 per hour
- Health and benefit program
- On-the-job training
- Monday to Friday schedule
- Supportive, respectful, and team-oriented workplace
- Opportunity to work within a growing agricultural and veterinary services business
- Benefit eligibility may be subject to employment status and completion of a probationary period

Availability

- Monday to Friday availability required
- Primarily daytime business hours
- Flexibility to cover additional hours during peak periods or operational requirements as needed

Why Join Sunny South Veterinary Services?

At Sunny South Veterinary Services, you will be part of a knowledgeable, hardworking, and supportive team that takes pride in serving livestock producers and agricultural clients across southern Alberta and Saskatchewan. Our work is practical, fast-paced, and important to the success of the livestock industry.

We are committed to creating a workplace built on integrity, respect, accountability, reliability, and curiosity. We value people who follow through on commitments, support their teammates, treat clients professionally, and continually look for better ways to serve producers and improve outcomes.

If you are dependable, detail-oriented, customer-focused, practical, and want to be part of a team that lives its values every day, we would like to hear from you.

How to Apply

Interested applicants are invited to submit a resume and cover letter explaining why they would be a strong fit for the role. Please email to career@sunnysouthvet.com

We thank all applicants for their interest; however, only those selected for an interview will be contacted.