



Position Title: Veterinary Research Assistant, Contact Center Operations

Department: Scientific Programs

Reports To: VP of Scientific Operations

Position Summary: Participates in the Golden Retriever Lifetime Study operations team responsible for data collection, quality control and participant support activities.

About Morris Animal Foundation

Established in 1948, Morris Animal Foundation is dedicated to improving and protecting the health of animals through scientific innovation, education and inspiration. Our investment in research has yielded life-saving vaccines, new treatments for critical diseases, superior screening tests, and advanced diagnostic tools. We respond to emerging animal health threats that endanger entire species and make new discoveries in basic animal biology to support applied research. With every study we fund - more than 2,600 to date - we strive to advance the science of veterinary medicine, honoring the founding principles of Dr. Mark L. Morris Sr. to benefit animals worldwide.

Golden Retriever Lifetime Study

The Golden Retriever Lifetime Study is one of the largest, most comprehensive prospective canine health studies in the United States. The Study's purpose is to identify the nutritional, environmental, lifestyle and genetic risk factors for cancer and other diseases in dogs. Each year, with the help of veterinarians and dog owners, the Foundation collects health, environmental and behavioral data on 3,000+ enrolled golden retrievers.

Primary Job Duties

- Engage with participating dog owners and veterinarians by phone and email for reminders about upcoming appointments and completion of Study questionnaires
- Respond to incoming calls and emails from dog owners and veterinarians regarding Study operational procedures
- Maintain study databases and tracking spreadsheets
- Request medical records and tissue specimens for use in pathology confirmation and future research studies
- Assist with kit fulfillment for annual Study visits
- Adhere to the Foundation's safety policies and procedures and encourage others to do the same
- Participate in building a culture of accountability, performance and trust
- Promote and adhere to Foundation Core Values: Excellence, Respect, Compassion, Collaboration, Innovation, and Determination
- Other duties as assigned

Qualifications

The position requires evidence of a strong interest in animal health through work or volunteer activities. Experience as a veterinary receptionist or in a contact center is strongly preferred.

The position will require working up to two days per week in the Denver, CO office and the remaining time will be remote work. The on-site versus remote working conditions are subject to change based on response to the COVID-19 pandemic.

Required skills include:

- Strong customer service skills, with the ability to communicate professionally over the phone and in writing
- Team-oriented and able to successfully work with people from diverse backgrounds
- Excellent organizational skills
- Excellent computer skills with the ability to adapt to new databases and maintain spreadsheets

Position Specifications: Full time, exempt, non-supervisory position

Please email your resume, cover letter and salary requirements in a Word or PDF document, labeled with your complete name to Lisa Whipple at lwhipple@morrisanimalfoundation.org. Please list **Veterinary Research Assistant** in the subject line of your email. Incomplete and/or inaccurate applications will not be considered.

Applications received before September 15, 2020 will be prioritized.