



Client Concierge / Experience Representative – True.Vet Sugar Grove

Location: Sugar Grove, IL

Schedule: Full-time or Part-time | Some weekend shifts required

Starting Pay: \$19/hour

Rethink What Client Service Can Be — Join a Veterinary Team That Puts People First

At True.Vet Sugar Grove, we believe the client experience starts with the first hello — and we're building our concierge team around empathy, efficiency, and empowerment. This isn't just a front desk job. It's a central role in shaping how clients feel, how smoothly their visits go, and how we deliver on our promise of accessible, thoughtful care.

If you have a warm personality, strong communication skills, and a growth mindset, you'll thrive in this environment. You'll also get to work with the latest tech tools and a team that genuinely collaborates across all roles.

Why This Role Is Different

- **\$19/hour starting pay**
 - Career growth opportunities into operations, client success, or leadership
 - Modern tools for scheduling, digital communication, and workflow efficiency
 - Direct input into shaping the client journey and hospital culture
 - **Independently owned** — your voice matters in how we grow
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What You'll Do

- Be the welcoming face and voice of True.Vet — in person, by phone, and digitally
- Coordinate scheduling and follow-ups using our intuitive system
- Help clients navigate care options, including **membership plans** and **telehealth services**
- Collaborate with the medical team to keep visits smooth and stress-free
- Help create a calm, organized, and friendly clinic environment

A Better System for Better Care

Our model is designed to serve both clients and the team. From **online booking and digital forms** to streamlined check-ins and walk-in support, your job is powered by tools — not buried in them. You'll be trained on everything and encouraged to help improve our systems as we grow.

We also use **virtual care and telehealth** to expand access, reduce unnecessary clinic traffic, and support convenient follow-up care — and you'll be a key player in making that happen.

About the Practice:

True.Vet Sugar Grove provides:

- Full-service care in a beautifully designed, tech-forward facility
- Wellness, urgent care, diagnostics, and surgery — all under one roof
- Same-day and virtual visit options
- A **membership model** that builds stronger, more consistent client relationships

This is your chance to build something new — with a team that sees and supports your potential.

Location:

True.Vet Sugar Grove
519 N. Sugar Grove Parkway, Unit C
Sugar Grove, IL 60554
Opening August 2025 | Virtual Care available now

To Apply:

Email your resume and cover letter to hello@true.vet