

## **JOB DESCRIPTION – RECEPTIONIST**

### ***INTRODUCTION***

The purpose of this position is to perform record keeping duties, to perform clerical duties related to patient care and treatment, and to provide miscellaneous support to the veterinary practice manager and health care team. These service functions include, but are not limited to, reception (visitor and telephone), maintenance of veterinary medical records, accounts maintenance, cash processing, data entry, word processing and mail service. This position requires a practical knowledge of hospital organization and services, the basic rules and regulations governing visitors and animal patient treatment, data transcribing, word processing, and a practical knowledge of the standard procedures, veterinary records and terminology used in the hospital.

### ***PRIMARY JOB RESPONSIBILITIES***

- Provide friendly, quality client care to the patients and clients of [Walden Lake Animal Clinic](#).
- Receive incoming calls on a 4-line telephone system, screen those that are handled by other health care team members and take care of routine calls. Provide knowledgeable sub-professional advice concerning the care and treatment of animals.
- Follow established hospital policies and procedures in referring clients for immediate treatment of their pets. Determine nature of injury/illness and attempt to reassure distressed pet owners. Determine whether immunizations and/or tests are current. Recommend update of necessary immunizations and/or tests to clients when applicable.
- Schedule appointments, obtaining all necessary data concerning the patient and owner. Prepare all required forms in advance when needed.
- Prepare to receive appointments by retrieving client records, preparing needed forms in advance of clients' arrival. Complete required forms such as new client form, patient visit form, client report, consent forms, estimates, payment agreements, etc and obtain all necessary information.
- Check clients in - Greet clients in a professional, friendly, hospitable manner.
- Discharge patients. Review charts of patients being discharged from the clinic for completeness of information, make new appointments or note changes in patient status as necessary. Enter charges and set up future reminders in system. Present clients with medications, instruction.
- Assure that all financial obligations are met by owners. Collect client fees, process credit card transactions and assist in making count of cash drawer, run end of day transactions.
- Perform over-the-counter selling of specialty merchandise comprised of pet grooming aids and sundry veterinary items. Exercise technical knowledge of products sold and demonstrate salesmanship abilities. Explain and demonstrate products, answer questions concerning products purchase/ use.
- Assist in the updating of client files.
- As required, enter data into the computer system, retrieve and modify computerized records. The practice management software includes, but is not limited to, such areas as reminder list of patients for periodic notifications, receipt and/or invoicing to update medical/financial records; accounting to include the general ledger, accounts payable, accounts receivable, billing and aging of accounts, income distribution, inventory control, client records, pet records, medical records, payroll; word processing to produce letters for general correspondence and special mailings to clients, etc.
- Perform reminder calls for each month.
- Perform a variety of clerical duties, receiving, sorting, distributing mail, sending out mailings, copying, faxing, cleaning, organizing reception area, type memos, correspondence, reports and other documents. Assist in the ordering, receiving, stocking and distribution of supplies.
- Work well with all employees and ensure that your actions support the hospital, the doctors, and the practice philosophy.

- Perform other duties as assigned.

### ***CONTROLS OVER WORK***

The receptionist works under the direct supervision of the veterinary practice manager, who will indicate general assignments, limitations and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor. Completed work is reviewed for technical accuracy and compliance with established procedures.

### ***SKILLS AND KNOWLEDGE***

- Possession of strong organizational skills.
- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
- Knowledge of hospital procedures and operating instructions for making appointments, assembling patient medical records, recording test results, relaying information regarding patient's condition, and compiling and submitting data on patients treated.
- Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine to accurately record results of tests and file veterinary medical reports according to alpha, numeric or subject matter headings.
- Requires strong client service skills. Personal contacts are with pet owners affected by a variety of problems, visitors and other healthcare team members. Considerable tact and diplomacy is required. Must accurately relay owner's account of the medical complaint(s) of the pet(s) involved to the healthcare team member who will be involved in treating the patient(s).
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Knowledge of computers and relevant software applications including MS Office (Word).
- Knowledge of other computer skills such as emailing, researching and social media.

### ***PHYSICAL EFFORT***

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job.

- Frequently position self and move about the reception area to file, use office machinery such as fax machines and computer, and assist clients with merchandise.
- Frequently transports inventory to stock shelves. Frequently handling 30 pounds and occasionally handling 50 pounds.
- Frequently on your feet for the majority of the day.
- Often transports patients to weigh on scales.
- Frequently required to communicate with clients, team members and associates. Must be able to exchange accurate information.

### ***WORK ENVIRONMENT***

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

**Note:** When duties and responsibilities change, job description will be reviewed and subject to changes of business necessity.

## ***REQUIREMENTS***

- Possess a minimum of a High School Diploma.
- Possess further education courses, diplomas or degrees in business/secretarial skills. This is not mandatory but preferred.
- A minimum of 1 year of experience in customer relations, customer service, office reception and telephone reception. This does not have to be experience gained from a Veterinary office, although preferred.
- Computer skills are a must. Proficient in Microsoft, instant messaging, emailing, various social media.
- Possess strong typing skills.
- Possess strong telephone skills.
- Possess strong communication skills and be able to work as part of a TEAM.
- Possess a respectful attitude and positive outlook even during busy workload.
- Ability to be productive, efficient, and respectful during high stress periods.
- Willingness to learn and ability to retain information taught.
- Available to work Monday thru Friday and every other Saturday.