

JOB DESCRIPTION RECEPTIONIST

REPORTS TO: Practice Owner or Manager

POSITION OVERVIEW

The receptionist is the client's first contact when calling or visiting the practice and as such presents the professional image of the practice to callers and visitors. The receptionist answers telephones, greets clients and escorts them to waiting rooms, receives and transmits telephone and other messages, updates client business records, prepares billing and collects payments and performs a variety of other related services.

RESPONSIBILITIES

- Answers telephones and places calls quickly, efficiently and in a professional and friendly manner, using a multi-line telephone system.
- Screens calls to determine which should be handled by other staff members; follows established policies and procedures in referring clients for immediate treatment of animals when requests are accompanied by descriptions of acute symptoms.
- Answers client's inquiries about hospital policies, basic animal care questions, costs of immunizations and spays/neuters.
- Receives and transmits telephone and fax messages accurately and promptly.
- Greets clients, enters or updates client and pet (animal) information into practice computer system, escorts to examining room.
- Prepares health certificates, immunization certificates, laboratory reports, and euthanasia certificates.
- Prepares client invoices and obtains payments after services performed.
- Performs over-the-counter selling of specialty merchandise, exercising a technical knowledge of products sold.
- Maintains the appearance of the business office.
- Understands and carries out oral and written directions.
- Maintains positive, cooperative relationships with other employees.
- Performs other duties as assigned.

POSITION REQUIREMENTS

EDUCATION AND LICENSURE REQUIREMENTS

- High school diploma or equivalent.

EXPERIENCE REQUIREMENTS

- Significant experience with basic office functions in a busy office environment.
- Previous receptionist and veterinary practice experience are desirable but not required.

PERSONAL REQUIREMENTS

The receptionist must be able to:

- Feel and express a genuine liking for animals and for working in an animal care environment.
- Deal intelligibly, pleasantly and efficiently with clients on the telephone and in person, often doing several things at one time.
- Display tact and diplomacy with staff members and clients.
- Work almost constantly in the presence of other staff members and clients.
- Be flexible in attitude and work habits.
- Quickly learn how to pronounce, know the meaning of and spell commonly used veterinary terms.
- Perform basic computer skills, type 45 words per minute and to use a 10 key calculator.
- **Physical Effort**: Work requires lifting and carrying records and equipment weighting up to 25 lbs; requires sitting or standing for extended periods or time.
- **Working conditions**: May be exposed to unpleasant odors, noises and animal feces. May be exposed to bites, scratches and contagious diseases.