

**Job Summary: Veterinary Receptionist**

The mission of the veterinary receptionist is to maximize veterinarian and technician productivity by serving as the first point of contact and continuing as a liaison within the hospital to solve client needs for their pet’s healthcare. The mission also includes maintaining the physical space and supplies necessary for the proper medical care of the patients.

**Supervisory Responsibilities:**

* No supervisory responsibilities

**Duties/Responsibilities:**

* Clean the lobby, reception area, and client bathroom as needed. Vacuum rugs, clean windows, disinfect exam rooms, clean up any urine/bowel movements from patients in the lobby, and assist with laundry throughout the day. May be asked to assist in cleaning any other areas in the hospital.
* Care for any Humane Society cats in the roll cage located in the lobby. Duties include cleaning the cage as needed, changing bedding and litter pans, and providing food and water.
* Adjust both hospital thermostats as the seasons change to maintain the temperature at 69°F year-round. Pull down all front blinds by noon in warm months.
* Provide owners with instruction and/or assistance in acquiring weights on dogs as needed.
* Pull patient charts and build patient charts for the week.
* Call clients with appointment time reminders.
* Recall and relay large amounts of information such as policies and protocols to clients.
* Check the hospital email throughout the day and maintain requests and results that have been sent.
* Fax and email records to other clinics and hospitals upon request.
* Mail reminders, welcome cards, miscellaneous communications, and file mail as needed.
* Greet clients with a friendly smile and by name whenever possible, maintain a positive attitude toward clients, and communicate thoroughly and with compassion.
* Check in clients/patients upon arrival and place them into an exam room.
* Make and receive phone calls from clients across several lines throughout the day.
* Order and restock items used at the front desk when needed.
* Know the basics of all components of wellness visits including vaccines, annual tests, flea/tick/heartworm prevention products, and communicate all aspects and fees to clients.
* Master knowledge of when to refill flea/tick/heartworm preventives for patients.
* Provide accurate information to clients on all other services and products offered by Goodworks Veterinary Hospital and their respective fees.
* Organize, maintain, and update all physical and digital patient records and client information as necessary.
* Document all client communications in physical patient charts.
* Schedule appointments, procedures, tests, and surgeries efficiently.
* Complete transactions with credit/debit cards, cash and checks.
* Accurately communicate all client questions and requests to appropriate team members within the hospital in a timely manner.
* Recognize clinical signs and histories of urgent or emergent cases and triage the schedule appropriately.
* Total out the cash drawer, back up ClienTrax files onto a USB, take USB home each night, and be responsible for bringing it back each morning.
* Assist other staff with end of day duties if/when reception duties have been completed.

**Required Skills/Abilities:**

* Proficient typing and computer skills
* Ability to find and file charts according to alphabetical order
* Compassionate and thorough communication with clients whether in person or by phone, ensuring all questions are answered to satisfaction with excellent customer service
* Effectively communicate with clients in difficult situations – i.e., a client angry over a misunderstanding, upset due to a sick pet, or sad because of euthanasia, etc.
* Presentation of Goodworks Veterinary Hospital and self in an enthusiastic, professional, and positive manner

**Core Competencies:**  \*Please note this list is not limited to these competencies\*

* Self-Motivation
* Professionalism
* Excellent Communication Skills
* Efficiency
* Proactivity
* Enthusiasm
* Commitment
* Honesty/Integrity
* Compassion

**Education and Experience:**

* High School Diploma or GED

**Physical Requirements:**

* Ability to work in an environment with cats and dogs
* Ability to work in an environment containing zoonotic diseases and practice precautionary measures
* Good physical endurance with ability to withstand frequent changes in position (i.e. sitting to standing) and prolonged periods of walking
* Must be able to move and lift heavy boxes/deliveries that can weigh up to 30lbs
* Ability to safely use a step stool to reach high areas within the hospital

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature/Date Manager Signature/Date