

Barnes Lake Veterinary Center

Job Description: Veterinary Receptionist / Customer Service Representative

Reports To: Practice Manager

Wage Range: \$12 - \$16 for this position. Other benefits as outlined in the employee manual are separate from the hourly wage.

Position Overview:

The Receptionist is the client's first contact when calling or visiting the practice. As such, they convey the image and culture that exists there. This position requires a professional, calm and welcoming demeanor at all times. The receptionist is responsible for greeting clients, answering phones, booking appointments, preparing patient files, escorting patients to exam rooms, collecting and relaying client instructions, information and correspondence, updating medical and financial records, and assist in keeping the facility clean and organized.

Qualifications / Education / Experience:

- High school diploma or equivalent is required
- Customer service experience of 1 year is preferred
- Has office experience and keyboarding skills
- Speaks proper English and has good grammar/language skills
- Has functional computer skills, an understanding of modern communication tools and communication software packages, experience with word processing software, and the ability to learn the practice-specific Veterinary Office software.

Personal Requirements:

- Minimum of 18 years old
- Can greet clients with poise and a welcoming attitude
- Genuinely enjoy working with animals
- Is flexible in attitude and work habits
- Can quickly learn common veterinary terms including their spelling and pronunciation
- Is able to deal with the patients even when they are stressed, ill, and in pain
- Is able to deal with clients even when they are emotional or disgruntled
- Can stay calm and efficient during a medical crisis
- Is outgoing, personable, friendly and approaches the job duties in a mature manner
- Enjoys working as a team member and works well with all levels of team members
- Has good communications skills and is able to convey medical information and instructions
- Can outline costs and fees in a positive light while supporting hospital payment policies

- Can turn potential clients, such as phone inquiries, into appointments through confidence and relationship building efforts
- Makes an effort to remember client and patient names and use them
- Can handle client correspondence including procedure reminders, thank you cards, sympathy arrangements/cards, and other client outreach with compassion and patience
- Understands how to collect payment and basic financial principles of business
- Understands the importance of a professional and welcoming appearance in the front office,
- Understands that a clean and organized facility is crucial to its success, and that cleaning and organizing the office space is a continuous job shared by everyone
- Understand you may be exposed to unpleasant odors, noises and all animal excretions
- Understand you may be exposed to bites, scratches and contagious diseases
- Can lift and carry records and equipment up to 25 pounds
- Can sit or stand for extended periods of time
- Will retain a decorum of respect for staff professionals and address them as “Doctor”
- Maintain positive and cooperative relationships with other employees
- Work continuously with other staff members and clients
- Understand and execute oral and written directions
- Aid in the proper upkeep and troubleshooting of office equipment
- Perform other duties as assigned
- Understand that actual duties may include more or less items than noted above as they are subject to change

By signing below, I am indicating that I can perform the job duties noted above and/or that I am willing to learn how.

Signature

Date: