

JOB DESCRIPTION



POSITION TITLE: Veterinary Clinic Receptionist

REPORTS TO: Clinic Manager

POSITION SUMMARY: The Clinic Receptionist will assist the Clinic Manager, Clinic Administrative Assistant, Veterinary Technicians/Assistants, and Veterinarians in all aspects of the Animal Welfare Society's Veterinary Clinic including, but not limited to, client relations, administrative duties, animal care, and office maintenance. Receptionists must possess good critical thinking and problem-solving skills, compassion, ability to multi-task, a positive attitude, and excellent communication and teamwork skills.

DUTIES & RESPONSIBILITIES:

- Answer and triage phone calls and emails
- Open and close out of cash drawer
- Prepare and print daily appointment exam sheets and surgery consent forms.
- Communicate with the public on a daily basis in a professional manner
- Greet clients, admit patients, and escort clients to exam rooms for appointments
- Monitor client/patient flow from check in to discharge
- Discharge patients, process payments and over the counter sales
- Communicate basic veterinary concepts to clients and repeat information relayed by a veterinarian
- Schedule appointments and procedures for public clients and work directly with Clinic and Shelter staff to schedule shelter animals for veterinary services
- Set up clients and patients in practice management software
- Screen potential clients for income-qualified assistance
- Assist in inventory and manage office supplies
- Clean and reset lobby each day
- Other duties as assigned

EDUCATION/WORK EXPERIENCE:

- HS/GED diploma
- Previous medical receptionist or veterinary/animal welfare experience
- Excellent computer skills and knowledge of MAC operating system
- Working knowledge of vaccinations, basic lab tests, common diseases, medications, and general pet behavior
- Solid written and verbal communication skills
- Proven ability to multi-task and prioritize in a busy environment
- Ability to be resourceful and proactive when issues arise while maintaining a professional, courteous attitude



WORK ENVIRONMENT:

- High degree of mobility required
- Frequent contact with and handling of animals
- Maintain a valid driver's license
- Normal work hours including weekends

I have read and understand this job description.

Printed Name: _____

Signature: _____

Date: _____