

## **JOB DESCRIPTION**



**POSITION TITLE: Veterinary Clinic Receptionist**

**REPORTS TO:** Veterinary Services Manager

**POSITION SUMMARY:** The Clinic Receptionist will assist the Veterinary Services 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 multitask, a positive attitude, and excellent communication and teamwork skills.

### **DUTIES & RESPONSIBILITIES:**

- Works collaboratively within all levels of the organization and across departments to cultivate a positive culture and team approach to fulfilling AWS' mission
- 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 Adoption Center staff to schedule shelter animals for veterinary services
- Answer and triage phone calls and emails
- 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 preferred
- Excellent computer skills and preferred knowledge of MacOS, but willing to train the right candidate
- Working knowledge of vaccinations, basic lab tests, common diseases, medications, and general pet behavior
- Solid written and verbal communication skills
- Proven ability to multitask 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
- Normal work hours including weekends

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I have read and understand this job description.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_