***JOB DESCRIPTION: Veterinary Receptionist***

## *REPORTS TO: Amy DeCristofaro, Hospital Manager*

## POSITION OVERVIEW:

The purpose of this position is to serve as receptionist (the face of) Cleveland Veterinary Clinic. Members in this position should strive to serve our clients by performing duties related to all aspects of animal patient/client care along with providing miscellaneous support to the veterinary management team and co-workers. This position requires a practical knowledge of veterinary hospital organization and services, data entry, word processing, mail service, and a practical knowledge of the standard procedures, veterinary records, protocols and terminology used in the hospital. This position works under the direct supervision of the hospital manager who will indicate general assignments, limitations and priorities. This position is ideal for an upbeat, client oriented, animal lover that is interested helping the hospital grow while developing their skills. Being the face of CVC as well as the voice on the phone, we expect that the person in this position take pride in their being a part of our team and we value all of the hard work done daily!

## QUALIFICATIONS / REQUIRMENTS

***EDUCATION AND LICENSURE REQUIREMENTS***

* High school diploma or equivalent
* Previous on-the-job training highly preferred

### EXPERIENCE REQUIREMENTS

* Previous veterinary client service experience is preferred

### PERSONAL REQUIREMENTS

* Minimum of 18 years old
* Demonstrated command of spoken and written English
* Demonstrated desire and ability to learn from mistakes and not repeat them
* Genuinely enjoys working with people and is able to deal with them even when stressed
* Ability to stay calm and efficient during emotionally charged situations
* Is well-spoken and approaches his/her job duties in a mature nature
* Can support and be a part of teamwork; works well with all levels of hospital team members
* Has excellent client communication skills
* Demonstrated ability to multi-task
* Professional appearance and attitude at all time
* Demonstrated ability to perform tasks as listed in our Job Description, which first and foremost, involve maintenance of hospital standards of cleanliness
* Demonstrated ability to effectively communicate with fellow employees
* Demonstrated ability to learn new skills
* Demonstrated ability to work as an effective team member
* Dependable transportation and the ability to show up for work on time, without exception
* An appreciation and respect for the diversity of the clients and patients we serve
* Genuinely enjoys working in an animal-related field and the environment that goes along with working with animals (This will NOT always be easy)
* **Physical Effort**: Work requires lifting and/or carrying up to 40 lbs alone, if heavier, with assistance. Work requires walking or standing for extended periods or time; frequently moving around the hospital depending on job performing.
* **Working conditions**: May be exposed to unpleasant odors, noises and animal feces. May be exposed to bites, scratches and contagious diseases.

## WAGE RANGE:

The range for the position is based on a multitude of things including experience. Benefits are outlined in the employee manual and are separate from the hourly wage. Cleveland Veterinary Cleveland offers a great employee benefits package to their Full-Time employees, even extending pet benefits to Part-Time Employees.

## PERFORMANCE EXPECTATIONS AND JOB DUTIES:

* Can provide compassionate care to patients and clients everyday
* Can conduct oneself in a confident and professional manner even when stressed and/or focused on individual tasks
* Can legibly keep accurate medical records in accordance hospital policy; ALWAYS document in Avimark no matter how small the note or conversation is.
* Can prepare and maintain the exam rooms, lobby, public restrooms and work areas – Everyone must help with this to keep our hospital in great shape
* Can perform physical assessments; record observations legibly in files or computer
* Can effectively deal with unhappy or sad clients
* Knows all common vaccines and vaccination protocols and can explain them
* Understands the importance of a clean and orderly facility, does not hesitate to clean or organize as part of a normal job duty
* Maintains positive, cooperative relationships with other employees
* Understands and can explain necessary follow-up and homecare instructions
* Ability to admit patients following hospital policy and doctors written orders
* Receives animals to be admitted, is responsible for their proper identification and for recording their respective locations
* Releases animals to their owners as directed by the doctor; ensures that every animal released is clean and properly groomed prior to their release
* Has the ability to communicate with owners and make them feel comfortable with leaving their pet(s) in our care
* Ability to follow a regular schedule for cleaning and sanitizing all work areas
* Understands the importance of prioritizing tasks and keeps oneself busy and productive during work shifts
* Maintains the grounds of the property including waste disposal, light maintenance of landscape upkeep and general building maintenance as needed
* Ability to collect urine and fecal specimens
* Ability to give hospital and kennel tours while highlighting features that differentiates us from other kennels and hospitals in our area
* Ability to recognize and report any unusual condition or abnormal behavior
* Ability to assist doctors and technicians with the dispensing of medications or with patient restraint
* Cleans equipment and facilities using chemicals and supplies; understands the importance of safety of use of chemicals in our facility
* Maintains the cleanliness of the hospital each day
* Ability to balance cash drawer with reports
* Understands and carries out the weekly and monthly chore list to maintain the hospital cleanliness, the equipment, and overall appearance of the hospital
* Understands and carries out oral and written directions
* Maintains positive, cooperative relationships with other employees
* Performs other duties as assigned including but not limited to assisting in other areas of the hospital
* Open the practice and set up for the morning as directed.
* Close the practice for the evening as directed.
* Clean and straighten the public areas of the practice including the front desk, reception area, waiting area, public bathroom and exam rooms.
* Welcome clients and patients with a smile and provide comfort while they are in the practice. This includes greeting clients, offering coffee, showing them to their room, offering to carry food or carriers to the car, etc.
* Answer incoming telephone calls utilizing proper telephone etiquette. Screen those calls that are handled by other staff members and take care of routine calls. Routine calls include those seeking information about veterinary services. Provide knowledgeable sub-professional advice concerning the care and treatment of animals including questions regarding hospital services, fees, animal care and treatment in accordance with hospital policies. Appropriately direct other questions and communication to a veterinarian, practice manager, or other staff members.
* Prepare to receive appointments by retrieving client records and preparing needed forms in advance of clients’ arrival. **Input patient vaccination/Scan and attach records in the computer** before the patient arrives if possible.
* When client arrives, complete/prepare required forms such as new client form, patient check in form, consent forms, estimates, payment agreements, etc. and obtain all necessary information.
* Handle emergency situations with care and concern. Have clients come to the clinic for immediate treatment of their pet. Determine nature of injury/illness and attempt to reassure distressed pet owners. Be sure to notify other staff of any emergency so they can prepare proper treatment.
* Follow hospital policies regarding patient admittance. Determine whether immunizations/tests are current. Recommend update of necessary immunizations/tests to clients and notify technician or doctor.
* Notify technician of patient arrival. Relay all necessary information to the doctors and technicians.
* Review the services that were rendered to the pet **(verbally itemize the client receipt)** and inform client of the total amount due. Assure that owners meet all financial obligations or that acceptable arrangements have been made. Ensure that future reminders are set up in the computer system for the patient and try to schedule recheck appointments or future appointments before the client leaves.
* Accept payments from the client. Accurately process cash, checks, and credit card payments.
* Dispense medications including providing routine instructions to owners concerning Rx medications.
* Schedule appointments for the clinic after obtaining all necessary data concerning the animal and owner
* Perform over the counter selling of pet foods and supplies. Must have basic knowledge about products sold.
* Enter and scan data into the computer system as required. Retrieve and modify stored records. **Update client/patient files as needed including name, address, telephone numbers and vaccination and treatment history.**
* Perform an end of day procedure each evening. This would include reconciling invoices and balancing the cash drawer, running end-of day computer reports, preparing the bank deposit and presenting the reports and deposit information to bookkeeper’s binder in doctor’s office.