



## Job Description

### *Veterinary Receptionist*

**Required for this position:** the ability to:

- provide excellent customer service
- effectively communicate with clients
- safely lift objects or pets of at least 30lbs
- work with or without direct supervision
- recognize certain behaviors in pets
- effectively work with other staff members
- adapt to the different needs and preferences of different doctors
- work with computers and multi-line phones
- spell, alphabetize, and perform basic mathematics
- ask questions when a task or procedure is unclear
- legible handwriting
- excellent attention to detail

**Persons to report to:** Lead Receptionist, Office Manager, and Doctors.

**Task Descriptions:** As a veterinary receptionist, your job entails several important and critical aspects of our hospital: customer interaction & service, medical record maintenance, and hospital appearance & cleanliness.

- **Customer service Responsibilities:** answering multi-line phones, taking and passing messages to the appropriate staff member, answering questions (on phone/in person), client education, invoicing/checking out clients, taking payments (cash, credit card, checks), obtaining patient history, recognizing/preventing client confusion, preparing exam rooms for client and doctor, appropriate record keeping, prepping/pulling charts, making appointments, knowledge of Cornerstone software, calling owners with results, call owners to check on patients, call owners with updates, assisting/preparing for euthanasia, assisting clients with large purchases, assist clients with pets, provide information about all retail products, maintain compassion and professionalism during high-stress situations.
- **Hospital Cleanliness Responsibilities:** vacuuming, mopping, changing garbage, dusting, stocking and cleaning reception, retail, parking, and entryway; cleaning up vomit/stool/urine/spills, equipment maintenance, replenishing supplies, follow cleaning protocols, keep odors to a minimum, overall hospital maintenance (indoors and outdoors).
- **Medical Record Maintenance:** create new client/patient records, verify information correctly entered & transferred, update information, verify completion of entries & medical records, appropriately divert the record to the appropriate location, complete entries after any communication with client, accurately file/store records.
- **Close/Open duties:** prepare reception area for opening, have files ready for appointments, review patients/clients anticipated, check balance of money till, check in surgery/treatment clients, check Pet Portal requests, download & import lab results, check reception email & respond/forward to appropriate personnel. Perform end-of-day processing, settle/close credit transactions, create daily deposit, perform database backup, have files ready for morning, verify money till, prepare reception area for next morning.

***\*This is not necessarily a complete list! Some tasks may be assigned to a specific person to complete.\****

We strongly encourage all of our staff to continue their education and growth and to be proactive in their position.