

Receptionist Job Description

The specification of exact duties are outlined on shift check-lists, but it is also very important to ask questions as they arise and to absorb all additional information so that you can better serve our clients and make our care for their pets the very best that it can be.

Receptionist

Major Duties and Responsibilities

- Greet clients and visitors, ascertain purpose of visit, and direct them to appropriate staff.
- Answer telephones, and direct calls to appropriate staff.
- Provide sub-professional information regarding general husbandry of patients and hospital protocol.
- Schedule and confirm appointments for office visits, surgeries, consultations, boarding, and grooming.
- Interview clients to complete patient documents, case histories, and forms such as surgery and release forms.
- Maintain medical records in all areas of the hospital accurately and neatly, creating new patient files and pulling records as needed.
- Receive and route messages and documents such as laboratory results to appropriate staff.
- Accurately fill prescriptions as requested by clients and veterinarian.
- Accurately receipt clients through the computer and collect payments.
- Assist clients during check-in/check-out with pets, food, and personal items.
- Maintain office supplies and product inventory.
- Generally keep the office running smoothly by following policies and procedures, reporting any needed changes.

Skills and Abilities

- Effectively communicate in the English language both in writing and orally.
- Accurately add, subtract, multiply, and divide, and compute rate, ratio, and percent.
- Carry out instructions furnished in written, oral, or diagram form.
- Solve problems involving several variables.
- Be familiar with Microsoft Office Programs such as Word and Excel, and become proficient in a short time period with our veterinary management software.
- Efficiently multi-task and manage time.
- Maintain high levels of customer service, organization, attention to detail, and professionalism.
- Occasionally lift or move up to 50 pounds.
- Maintain confidence around pets.

Experience, Education, and/or Training

- High school education required
- 1-2 years experience in a medical office is beneficial