



Veterinary Receptionist: Full-time Position, \$15 per hour

The Veterinary Receptionist primary duty is interacting with clients and coordinating communication between animal care manager, foster manager, vet team, clients*

*client refers to caregivers of both publicly owned pets and HSMSC animals cared for through our Foster Volunteer program

Essential duties and responsibilities:

- Provide top-notch customer service.
- Identify and work compassionately with clients in various emotional states.
- Work patiently with distressed, frustrated or disgruntled clients.
- Answer and triage phone calls from clients.
- Schedule appointments and schedule procedures.
- Check-in clients.
- Monitor client flow from check-in to discharge.
- Monitor schedule and flow.
- Client call backs.
- Discharge patients.
- Client education.
- Process payment transactions.
- Maintain proper documentation in the electronic medical record.
- Relay appropriate information to/from clients to doctors and/or management.
- Assist in cleaning the clinic including, but not limited to, keeping reception desk area and lobby clean and sanitary, taking out the trash and recycling, laundry, cleaning floors, bathrooms, exam rooms, breakroom, and kennels if needed.
- Assist in foster manager as able including, meeting fosters for pet pick-ups and explaining HSMSC expectations, receiving fostered pets back to HSMSC when a placement is over, contacting fosters with follow up information and appointment reminders, updating pet locations in records when sending out or welcoming back foster pets, and clean and organize foster program supplies.

Qualifications:

- High School Diploma or G.E.D.
- At least 1 year of customer service job-related experience.
- Must be able to safely lift 50 pounds.
- Basic math and writing skills.

Other:

- Must possess good critical thinking and problem-solving skills, compassion, a positive attitude, follow-through and excellent communication and teamwork skills. Multitasking and accepting constructive criticism is essential. Punctuality is expected.
- Must be able to use Windows based computer systems, word processing, email, web search and other skills needed to effectively use the practice management software program.

This job description does not necessarily cover every task or duty that might be assigned.

There may be additional responsibilities assigned as necessary.