



“Working together to provide comprehensive care while improving the lives of our patients and families”

Appreciation* Communication*Compassion*Respect* Teamwork*

JOB DESCRIPTION

Job Title: Receptionist

Reporting Relationship: Lead Veterinary Receptionist

POSITION SUMMARY: Providing exceptional care to patients and clients

CORE COMPETENCIES FOR ALL POSITIONS:

I. Mission, Vision, Core Values and Behaviors:

Weight = 20%

- Exemplifies the organization’s core value of service, by acting toward coworkers, clients, patients, doctors and others in ways that are consistent with the organization’s mission.
- Relates to others in a cooperative, supportive, respectful and non-judgmental manner.
- Displays a willingness to assist coworkers with a team-oriented philosophy.
- Demonstrates appropriate written and verbal communication skills in a manner consistent with professionalism and respect even during times of disagreement.
- Understands and observes safety rules.
- Follows established processes and procedures.
- Maintains attendance and observes working hours, starting times, lunch breaks and quitting times.
- Maintains appropriate personal and professional appearance including compliance with uniform requirements.
- Performs any other duties requested by the doctor or practice manager.

II. Service Excellence/Continuous Performance Improvement: Weight=15%

- Maintains consistently high client sensitivity and responsiveness in day-to-day encounters.
- Identifies appropriate opportunities for innovation, develops new and effective solutions.
- Maintains a standard of accuracy, neatness, conscientiousness, and attention to detail that result in reliable work results.
- Balances the demands of multiple assignments by determining priorities of work order in such a way that results are consistently achieved on time and ensures quality services.

III. Cost-effective, Efficient Service Delivery: Weight = 10%

- Ensures a high level of documentation in animal medical records by recording all conversations with clients and any services provided.
- Ensures the reception and waiting area is clean and ready for the start of each business day utilizing daily and weekly cleaning checklist.

KEY PERFORMANCE RESPONSIBILITIES SPECIFIC TO THIS POSITION:

IV. Client Service Weight 15%

- Greets clients with great attitude as soon as they walk in the door with a professional, warm, friendly, and helpful demeanor.
- Provides prompt, professional, friendly service to all clients.
- Prepares charts for new patients before appointments including obtaining prior medical records, reviewing vaccine history and inserting dates into practice software for reminders, and alerting doctors and clinical staff of extensive medical history.
- Talks to clients about recommendations regarding vaccines, health plan, boarding policies, flea and heartworm, pre-anesthetic recommendations.
- Assists clients in filling out registration and other necessary forms.
- Schedules appointments using scheduling protocols for each doctor.
- Ensures all clients are scheduled for their pet's next appointment and have a written appointment card.
- Checks out all clients by collecting fees, ensuring clients have report cards, surgical discharge instructions and any other clinical literature, and have all medications and food being sent home.
- Explains charges to ensure clients perceive the value of service provided.
- Acts as a liaison between doctor, clinical staff and client to ensure all client questions, issues and concerns are answered and understood.
- Provides exceptional customer service to all clients.

V. Accounting/Cash Handling Weight 5%

- Collects payments from all clients at the time of service.
- Processes cash, check, credit cards, and Care Credit payments in practice management system.
- Reconciles cash drawer at the close of the day.
- Processes returns – credits the clients account in practice management software or on the client's credit card.

VI. Telephone Skills Weight 15%

- Answers incoming calls and converses in a clear, friendly, professional, and helpful manner.
- Performs reminder phone calls to clients for appointments, surgeries or other procedures within expected time frames.

- Performs call back phone calls to clients to follow up on patient progress after surgery and dental procedures, or any other illnesses then reports patient and/or client concerns to doctors.
- Checks voicemail messages in a timely fashion and returns calls as needed.
- Answers phone shopper calls with the intention of converting such calls into appointments.

VII. Clerical

Weight 10%

- Faxes records to and obtains records from other veterinary practices.
- Creates new charts, scans previous medical records to chart and updates reminders..
- Records and delivers messages to the doctors from clients, and from other doctors.
- Maintains copy/fax machine.
- Keeps front office supplies and forms stocked at appropriate and cost-effective levels.
- Keeps reception area, lobby, and exam rooms neat and tidy.
- Locks/unlocks the front door, turns on/off lights when clinic opens and closes.
- Send out new client welcome cards.

VIII. Computer Skills

Weight 5 %

- Navigates proficiently in practice management software performing any tasks needed.
- Checks in and checks out clients, enters charges, posts payments, prints receipts.
- Prints various labels for client charts and prescriptions.
- Schedules all appointments including boarding, surgeries and other procedures for established clients/pets, new clients, new pets; reschedules or cancels appointments.

IX. Marketing and Development

Weight 5%

- The team member should be willing to help in the community and actively market to bring new business to the practice
- Will help find areas where we can be involved in the community on a quarterly basis at a minimum