

## **VETERINARY RECEPTIONIST JOB DESCRIPTION**

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### **Client Relations**

A receptionist has influence with our clients other positions do not. A receptionist is the first impression a current or potential client sees or hears, and that comes with certain obligations. At all times, a receptionist must maintain a warm, yet professional appearance and demeanor. A receptionist needs to be proficient in all of the hospital's protocols, and be able to answer questions a client may have. A receptionist must be efficient and effective, able to multi-task, and provide a liaison between clients and all other hospital staff. Focusing on client service and satisfaction is required at all times. Whatever a client needs, we provide to the best of our abilities, and the ability to anticipate needs is paramount. Receptionists are required to be up front at all times in order to greet clients immediately. Client relations also includes, but is not limited to: answering incoming calls, providing reminder calls, call-backs, faxing paperwork and handling mail correspondence.

### **2. Administrative Duties**

A receptionist is responsible for all file maintenance. File maintenance requires basic typing skills, a fundamental knowledge of the alphabet, thoroughness and neatness. Receptionists are also in charge of scheduling appointments and surgical procedures. All receptionists must learn the hospital's schedule to ensure accurate scheduling of doctor, technician appointments and surgical procedures. Our receptionists must also be proficient in our invoicing procedures. Invoicing clients is primarily a receptionist's responsibility requiring efficiency and accuracy.

### **3. Animal Care**

A receptionist is expected to participate in any/ all aspects of animal care. Excellent and proper animal care is paramount at our hospital. Our receptionists are also responsible for immediate clean-up of the reception area, or front door area, collecting any sample if necessary.

### **4. Office Maintenance**

A receptionist is responsible for maintaining a clean and clutter-free workspace. A receptionist also keeps the reception area neat, well-stocked and aromatic. All other cleaning duties within the hospital are assigned to staff members as needed.