

# RECEPTIONIST

## *JOB DESCRIPTION*

### POSITION OVERVIEW

The receptionist is the client's first contact when calling or visiting the practice and as such represents the professional image of the practice to callers and visitors. The receptionist answers telephones, greets clients, prepares patient files and escorts clients and patients to exam rooms, receives and relays client correspondence, updates client financial records. The exceptional receptionist has the ability to diffuse negative client situations and foster client bonding.

### POSITION REQUIREMENTS

#### EDUCATION

- High school diploma or equivalent.
- Customer Service background desirable but not required.
- Typing skills required.
- Some computer knowledge required; comfortable with Word, keyboarding, and use of communication tools such as Internet and email.

#### EXPERIENCE

- Significant experience with basic office functions in a busy office environment.
- Previous receptionist and veterinary practice experience are desirable but not required.

#### PERSONAL

The receptionist must be able to:

- Be flexible in attitude and work habits.
- Quickly learn how to pronounce, know the meaning of and spell commonly used veterinary terms.
- Perform basic computer skills, type 30 words per minute.
- Have had experience with basic office functions in a busy work environment
- Physical Effort: Work requires lifting and carrying records and equipment weighing up to 25 lbs; requires sitting and standing for extended periods or time.
- Working conditions: May be exposed to unpleasant odors, noises and animal feces. May be exposed to bites, scratches and contagious diseases.

### WAGE RANGE

- Please contact our office for current wage ranges.
- Benefits are outlined in the employee manual and are separate from the hourly wage.

### RESPONSIBILITIES

## FOUNDATIONS

- Commit to our Cornerstones of Culture
- Know and follow daily the Cornerstones of Community
- Be growing in the Cornerstones of Character
- Be familiar with our History
- Know the Brochures available
- Read Client Testimonials
- Be familiar with our Payment Options
- Be able to provide clients with our Location

## OPERATION

- Participate in a Training
- Receive basic Computer Training
- Consent to and understand the Clinic's policy of Continuing Education
- Learn staff names through Introductions
- Competently utilize our computer software
- Coordinate transfers or movement of pets with the front desk and/or veterinarians.

## SAFETY

- Familiarize and follow OSHA regulations
- Complete the Safety Manual and Quiz
- Follow isolation procedures for contagious or potentially contagious animals. Using the designated products and dilutions for disinfectants, properly disinfect your shoes, hands, and clothing before leaving isolation areas.
- Maintain constant vigilance regarding open doorways that could allow pets/livestock to escape from the facility.
- Follow established facility closing procedures to ensure the security of patients, boarders, and the building.

## ENDURANCE

	Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%	Total Hours At one time	Total Hours in a work day
<b>Sitting</b>			x			<30 min	2-3
<b>Standing</b>			Minimal static standing. Alternates walk/stand continuous				
<b>Walking</b>					x	2-4	7-8
<b>Change Positions?</b>							

## Lifting

	Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
1-10 lbs				Max 10lbs	
11-20 lbs			Max 20		
21-50 lbs		Max 35lbs			
51-75 lbs	x				
76 -100 lbs	x				
>100 lbs	x				

**Maximum # carried by worker without assistance** 35lbs

**If required, carrying over** 35lbs # is performed with **two or more people or with lift devices.**

Carrying

	Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
1-10 lbs				Max 10lbs	
11-20 lbs			Max 20lbs		
21-50 lbs		Max 35lbs			
51-75 lbs	x				
76 -100 lbs	x				
>100 lbs	x				

**Maximum weight of object pushed/pulled by worker** Hydraulic Lift table/roll stretcher is used for larger dogs

**Distance:** varies **Type of Surface (ie level, carpet, incline )** level

	Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
Bend/Stoop			x		
Twist			x		
Crouch/squat			x		

Kneel	Occ: May kneel or sit on floor to help hold dogs for toe nail trims			
Crawl	x			
Walk-Level surface				x
Walk-Uneven surface	x			
Climb Steps			x	
Climb Ladder	x			
Work at heights	x			
Reach at or above Shoulder			x	
Reach below shoulder				x
Use of Arms				x
Use of Wrist				x
Use of Hands				x
Grasping/squeezing				x
Operate foot controls	x			

**Environment:**  Inside 100 % of time  Outside \_\_\_\_\_ % of time  
 Temperature Extremes  Yes  No Vibration  Yes  No  
 Works on or around moving machinery or mechanical parts  Yes  No

**Personal Protective Equipment:**

Boots  Hardhat  Gloves  Glasses  Hearing  Other \_\_\_\_\_

**CUSTOMER SERVICE**

- Thoroughly understand and follow the Customer Service Plan
- Assist clients in checking boarding patients in and out
- Provide Clients with facility tours
- Understand and be able to direct clients to different areas of our Website

**PRODUCT**

- Daily provide C.A.A.R.E. to our patients
- Aid veterinarians and technicians in evaluating incoming animals through examinations and health tests. Assist in administering immunizations.
- Maximize pets' comfort with a gentle and reassuring manner.

- Trim nails competently
- Brush Patients teeth
- Provide basic grooming care

#### *CORNERSTONES OF HEALTH*

- Understand and be able to thoroughly explain Deworming Requirements
- Understand and be able to thoroughly explain Vaccine Requirements
- Understand and provide Grooming
- Understand and provide appropriate Nutrition for our guests
- Understand and work with Behavior issues
- Understand and be able to thoroughly explain Health Consultations

#### *CORNERSTONES OF CARE*

- Be familiar with Medical Abbreviations
- Understand normal post Anesthesia recovery
- Administer Heart Medications if necessary understanding side effects
- Collect diagnostic samples if necessary
- Know how to brush teeth
- Know how to handle Emergencies
- Set up and clean Endoscopy equipment
- Competently participate in Euthanasia procedures
- Hospitalization (Treat, Monitor, Invoice)
- Assist in radiology
- Understand function and operation of Internal Medicine equipment and cases
- Help with Neurology boarding cases
- Review Oncology hospitalization care requirements
- Set up for Ophthalmology tasks
- Prepare for Orthopedic cases in surgery
- Understand and participate with our Pharmacy and inventory process
- Assist with Reproductive Care
- Prep and clean Surgery equipment

#### MARKETING

- Understand and operate within our marketing strategies

#### FINANCES

- Understand Payroll and Benefits
- Invoice out services and inventory

#### MANAGEMENT

- Participate in new Employee Training
- Participate in all staff and training meetings.
- Be willing and able to teach other staff members kennel skills

#### PROFESSIONAL

- Cooperate with and understand the Employee Manual
- Complete New Hire Forms

- Complete Personal Data Base Entry
- Maintain strict confidentiality regarding clients and patients for whom the practice provides veterinary services.
- Maintain accurate kennel records that include the number, type, and locations of boarders, special diets and requirements, your observations of boarders, and treatments or medications administered.

## HOUSEKEEPING

### *CAGES AND KENNELS*

- Follow procedures for cleaning and disinfecting cages and runs.

### *FACILITY*

- Maintain kennel as directed by the practice or kennel manager.
- Maintain Landscape as necessary
- Ensure the proper functioning of facility care equipment. Bring malfunctions to the attention of the kennel manager.
- Evaluate and stock facility locations with supplies and inventory necessary for daily services and sales.

**Reviewed/Amended:** 5/16/2018

## **Human Resource**

- Participate in a Training Overview
- Review Position Information
- Understand Payroll and Benefits
- Cooperate and understand the Employee Manual
- Participate in Administrative Procedures
- Complete New Hire Forms
- Complete Personal Data Base Entry
- Receive basic Computer Training
- Tour Facility
- Consent to and understand the Clinic's policy of Continuing Education
- Learn staff names through Introductions

## **Safety Training**

- Familiarize and follow OSHA regulations
- Complete the Safety Manual and Quiz
- Be familiar with Zoonotic Diseases

### **Customer Service**

- Thoroughly understand and follow the Customer Service Plan
- Train in Client Education
- Train in Phone Skills

### **Who We Are**

- Be familiar with our History
- Know the Brochures available
- Get to know our Staff and positions
- Read Client Testimonials
- Be familiar with our Payment Options
- Be able to provide clients with our Location
- Participate in a Scavenger Hunt
- Know and follow daily the Code of Honor
- Be growing in the Cornerstones of Character

### **What We Do**

- Understand and be able to direct clients to different areas of our Website
- Know the Services Offered
- Know Well Animal Care Offered
- Complete Basic Office Tasks
- Participate in Landscape and Facility Care
- Be able to create and start Medical Records

- Daily provide C.A.A.R.E. to our patients

### **Basic Skills**

- Review Receptionists Handbook
- Review Phone System Use
- Understand Exam Room Setup
- Participate in Reception and Lobby Housekeeping
- Participate in Landscape Maintenance
- Basic understanding of the Cornerstones of Care
- Basic understanding of Health Consultations
- Basic understanding of Grooming
- Basic understanding of Nutrition
- Basic understanding of Parasite Control
- Basic understanding of Disease Prevention
- Basic understanding of Zoonotic (Contagious) Diseases
- Spend Half a day with the Kennel Manager
- Basic understanding of Prescriptions
- Competent in Scanning
- Enthusiastically and competently Greet Clients

### **Computer Skills**

- Competently create and amend Appointments
- Competently perform Client Check-In
- Competently perform Client Check-Out
- Set up and process Boarding patients
- Create and explain basic Estimates



## **Finances**

- Understand our Examination Philosophy and Pricing
- Follow our Financial Policy
- Participate in minimizing our Accounts Receivable
- Correctly Process Payments
- Properly Create and review an Invoice
- Understand and process Returns and Refunds
- Understand and process Client Coupons and Rebates
- Participate in End-of-Day Reconciliation
- Participate in Balancing
- Participate in End of Month Processing

## **Marketing**

- Send out Reminders
- Create and send Birthday Cards
- Participate in Call Backs
- Confirm Appointments
- Create and send out New Client Letters
- Create and send Client Referrals
- Complete Memorial Donations
- Create At will notes or emails
- Create and send out Surveys
- Manage the Bulletin Board

## **Management Skills**

- Know how to Open the Practice

- Know how to Close the Practice
- Spend Half a day with the doctor
- Manage File Maintenance