**Classification:** This is a nonexempt position under the Fair Labor Standards Act (FLSA)

**Reporting Structure**: The Receptionist works under the direct supervision of the Receptionist Team Leader/Office Manager and/or Veterinary Practice Manager, who will indicate general assignments, limitations and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor. Completed work is reviewed for technical accuracy and compliance with established procedures.

**Revision Date:** 5/10/2018

**Receptionist Objectives:** The purpose of this position is to serve as receptionist at [Practice Name], to perform record keeping duties, to perform clerical duties related to patient care and treatment, and to provide miscellaneous support to the Veterinary Practice Manager and health care team. These service functions include, but are not limited to, reception (visitor and telephone), maintenance of veterinary medical records, accounts maintenance, cash processing, data entry, word processing and mail service. This position requires a practical knowledge of hospital organization and services, the basic rules and regulations governing visitors and animal patient treatment, data transcribing, word processing, and a practical knowledge of the standard procedures, veterinary records and terminology used in the hospital. Regular attendance and timeliness are an essential function in order to fulfill the requirements of this position.

**Position type and expected hours of work:**

* Full or Part-Time
* 8-hour Shifts Monday – Friday for Full-Time
* Weekend shifts required
* Overtime may be required

**Education and Experience:**

* High school diploma or equivalent
* Veterinary experience preferred

***ESSENTIAL FUNCTIONS:***

**Clerical**

* Open the practice and set up for the morning as directed.
* Clean and straighten the public areas of the practice including the front desk, reception area, waiting area, office, public bathroom and exam rooms.
* Schedule appointments, obtaining all necessary data concerning the patient and owner. Prepare all required forms in advance when possible, such as animal clinical records, health certificates, immunization certificates, lab reports, release forms and euthanasia certificates in advance, if possible.
* Prepare to receive appointments by retrieving client records, preparing needed forms in advance of clients’ arrival. Complete required forms such as new client form, patient visit form, client report, consent forms, estimates, payment agreements, etc. and obtain all necessary information.
* Notify doctors of patient arrival. Relay all necessary information to the doctors and technicians.
* Discharge patients which includes entering all charges into the computer, reviewing the discharge instructions and medications. Ensure that future reminders are set up in the computer system for the patient.
* Accurately process and collect client fees, make change, process credit card transactions, and post and record payments.
* Assist in making count of cash drawer and running end of day transactions.
* Assist in the updating of client files; prepare and mail thank you cards and “welcome aboard” cards, reminders. Follow-up with clients when clinic records indicate no recent visits.
* Retrieve and re-file medical records accurately and promptly.
* Perform a variety of clerical duties, receiving, sorting, distributing mail, sending out mailings, cleaning, organizing reception area, type memos, correspondence, reports and other documents. Assist in the ordering, receiving, stocking and distribution of supplies.
* Close the practice for the evening as directed

**Customer Service**

* Welcome clients and patients to the practice with a warm and friendly demeanor and provide for their comfort while they are in the practice. This includes greeting clients, offering coffee, showing them to waiting area, etc. Maintain an up-to-date magazine selection in the waiting area.
* Answer incoming telephone calls utilizing proper telephone etiquette. Screen those calls that are handled by other healthcare team members and take care of routine calls. Routine calls include those seeking information about veterinary services. Offer to send a hospital brochure to any telephone shopper calling the hospital. Provide knowledgeable sub-professional advice concerning the care and treatment of animals including questions regarding hospital services, fees, animal care and treatment in accordance with hospital policies. Appropriately direct other questions and communication to a veterinarian, practice manager or other health care team member.
* Present clients with medications, instructions, new client kits and any other take home items.
* Review the services that were rendered to the pet (verbally itemize the client receipt) and inform client of the total amount due. Assure that owners meet all financial obligations or that acceptable arrangements have been made.

**Veterinary Polices/Procedures**

* Follow hospital policies regarding patient admittance. Determine whether immunizations/tests are current. Recommend update of necessary immunizations/tests to clients.
* Follow established hospital policies and procedures in referring clients for immediate treatment of their pets when requests are accompanied by complaints of acute symptoms. Determine nature of injury/illness and attempt to reassure distressed pet owners. Determine whether immunizations and/or tests are current. Recommend update of necessary immunizations and/or tests to clients when applicable.
* Fill veterinary prescriptions with appropriate medication; provide routine instructions to owners concerning prescriptions for medications.
* Perform over-the-counter selling of specialty merchandise comprised of pet grooming aids and sundry veterinary items. Exercise technical knowledge of products sold and demonstrate salesmanship abilities. Explain and demonstrate products, answer questions concerning products purchase/ use.
* Collect lab specimens from pet owners, match patient record to the sample and submit samples to veterinary technician or nurse.
* Discharge patients. Review charts of patients being discharged from the clinic for completeness of information, make new appointments or note changes in patient status as necessary. Enter charges and set up future reminders in system. Present clients with medications, instruction.

**Computer**

* As required, enter data into the computer system, retrieve and modify computerized records.
* Use practice management software to create reminder lists, receipt and invoice, update medical/client records
* Use Word processing software to produce general correspondence or special mailings.

***COMPETENCY:***

**Basic Skills**

* Possession of strong organizational skills.
* Knowledge of hospital procedures and operating instructions for making appointments, assembling patient medical records, recording test results, relaying information regarding patient’s condition, and compiling and submitting data on patients treated.
* Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine to accurately record results of tests and file veterinary medical reports according to alpha, numeric or subject matter headings.
* Understanding the implications of new information for both current and future problem-solving and decision-making.
* Ability to work independently on assigned tasks as well as to accept direction on given assignments.
* Regular attendance and timeliness are an essential function in order to fulfill the requirements of this position.
* Performs other duties as assigned.
* Ability to multi-task

**Communication Skills**

* Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
* Ability to greet clients in a professional, friendly, hospitable manner - check clients in, discharge patients.
* Requires strong client service skills. Personal contacts are with pet owners affected by a variety of problems, visitors and other healthcare team members. Considerable tact and diplomacy is required. Must accurately relay owner’s account of the medical complaint(s) of the pet(s) involved to the healthcare team member who will be involved in treating the patient(s).
* Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
* Requires active listening skills, giving full attention to what other people are saying, taking time to understand the points be made, asking questions as appropriate and not interrupting at inappropriate times.
* Requires telephone conversations
* Requires use of electronic mail
* Requires writing letters and memos
* Requires face-to-face discussions with individuals or team members

**Social Skills**

* Work well with all employees and ensure that your actions support the hospital, the doctors, and the practice philosophy.
* Ability to work independently on assigned tasks as well as to accept direction on given assignments.
* Monitoring/Assessing performance of yourself, other individuals or the practice to make improvements or take corrective action.
* Ability to adjust actions in relation to other’s actions
* Teaching others how to perform a task
* Actively looking for ways to help others
* Being aware of others’ reactions and understanding why they react as they do.
* Requires dealing with unpleasant, angry or discourteous people

**Technical Skills**

* Knowledge of computers and relevant software applications including MS Office (Word).
* Perform routine maintenance on equipment and determine when and what kind of maintenance is needed.

***PHYSICAL DEMANDS***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Amount of Time Spent on Task**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Task** | **None** | **Less than 1/3** | **1/3 to 2/3** | **More than 2/3** |
| Stand |  |  |  | **X** |
| Walk |  |  |  | **X** |
| Sit |  |  | **X** |  |
| Use hands to finger, handle, or feel |  |  |  | **X** |
| Climb or balance |  | **X** |  |  |
| Stoop, kneel, crouch, or crawl |  | **X** |  |  |
| Talk or hear |  |  |  | **X** |
| Taste or smell |  |  | **X** |  |

The job requires the following lifting requirements and/or exerted force be performed on the job.

**Amount of Time Spent on Lifting Amounts**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Lifting Amount** | **None** | **Less than 1/3** | **1/3 to 2/3** | **More than 2/3** |
| Up to 10 pounds |  |  | **X** |  |
| Up to 25 pounds |  |  | **X** |  |
| Up to 50 pounds |  |  | **X** |  |
| Up to 100 pounds |  | **X (with assistance)** |  |  |
| More than 100 pounds |  | **X (with assistance)** |  |  |

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust to focus.

***WORK ENVIRONMENT***

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

Follow federal and state animal health laws and regulations including OSHA and DEA.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

[Practice Name] is an equal opportunity employer. It is the policy of the practice to prohibit discrimination and harassment of any type and to afford equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, age, disability, genetic information, gender identity or expression, or veteran status. The practice will conform to the spirit as well as the letter of all applicable laws and regulations. The practice will take action to employ, advance in employment and treat qualified veterans and disabled veterans without discrimination in all employment practices.

I have read and understand the Receptionist Job Description.

Employee Signature: Date: