



**UNIVERSITY VETERINARY
CARE CENTER, P.A.**

2619 SW 17th Street
Topeka, KS 66604
(785) 233-3185

**— JOB DESCRIPTION —
RECEPTIONIST TIER I**

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

Reporting Structure: The Receptionist works under the direct supervision of the Lead Receptionist, Office Manager and/or Practice Manager, who will indicate general assignments, limitations and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to their immediate supervisor.

Receptionist Objectives: The purpose of this position is to serve as Receptionist at University Veterinary Care Center, P.A., to perform record keeping duties, to perform clerical duties related to patient care and treatment, and to provide miscellaneous support to the 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 to fulfill the requirements of this position.

Position type and expected hours of work:

- Full or Part-Time
- 8 to 9-hour Shifts Monday – Friday
- Rotating weekend shifts may be required
- Overtime may be required

Education and Experience:

- High school diploma or equivalent
- Veterinary experience preferred

ESSENTIAL FUNCTIONS:

Clerical

- Assist with opening 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.
- Notify doctors of patient arrival. Relay all necessary information to the doctors, technicians and assistants.

- Assist with discharging of patients by reviewing the charges, discharge instructions and medications for accuracy. 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 transaction reports.
- Confirm that each patient has future reminders for preventative care services. Calling previous hospitals for verification of reminders and records when necessary.
- 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. Review what is included with services in question in addition to pricing with every telephone shopper calling the hospital.
- 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.
- Perform over-the-counter selling of specialty merchandise comprised of various veterinary items. 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 assistant.

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 and the ability to multi-task.
- 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.

Communication Skills

- 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 are 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).
- Requires active listening skills, giving full attention to what other people are saying, taking time to understand the points to be made, asking questions as appropriate and not interrupting at inappropriate times.
- Requires telephone conversations, use of electronic mail, writing letters and memos, and face-to-face communication.
- Requires dealing with unpleasant, angry or discourteous people

Technical Skills

- Knowledge of computers and relevant software applications including MS Office (Word) and Impromed Infinity veterinary software.
- 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
Up to 10 pounds			X
Up to 25 pounds			X
Up to 50 pounds			X (with PRN assistance)
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 has potential to be exposed to hazards including but not limited to: aggressive patients (and risk of injury there from), animal wastes, exposure to zoonotic or infectious agents, unpleasant odors and/or noises, exposure to various chemicals and medications, radiation, strenuous or repetitive physical activity, etc.

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.

University Veterinary Care Center, P.A. 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 I Job Description.

Employee Signature: _____ Date: _____