

Young's Animal Hospital Receptionist Job Description/Requirements

This position is one of great importance because this team member is responsible for the client's first impression of our hospital. In order to fill this position, you must be able to recognize and meet the clients' needs. Some of these needs include:

Feeling welcome
Receiving timely service
Being understood

Feeling comfortable
Being remembered and recognized
Feeling appreciated

A receptionist has influence with our clients other positions do not. A receptionist is the first impression a current client or potential client sees or hears, and with this comes 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 able to answer any question a client may have. A receptionist must be efficient and effective, able to multi-task, and provide a liaison between client and veterinarian. Client satisfaction allows our clients to set the standard for all aspects of their care. Whatever a client needs, we provide to our best abilities, and the ability to anticipate needs is paramount. YAH receptionists are required to be up front at all times in order to greet clients immediately.

Required for this position: An individual who is service oriented, dedicated, polite, professional, light hearted, intelligent, trustworthy, empathetic, and organized. Must also possess the ability to follow directions with and without supervision, to recognize certain behaviors in animals, and to refer questions to appropriate personnel.

Customer Service Responsibilities- recognizing and meeting client needs; greeting clients and patients by name in a friendly manner; thorough knowledge of computer system; performing opening procedures (turning on computer system, counting the cash drawer, retrieving messages, returning phone calls, knowing surgery and appointment schedules); answering telephones; taking appropriate messages; making appointments; invoicing and dismissing patients, organizing and maintaining patient records, consent forms, payment forms, etc; preparing patient charts for technicians and doctors; preparing information packets; maintaining health certificate files, including sending copies to appropriate government agencies; reconciling invoices and money at end of day.

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, surgical procedures and boarding reservations. All receptionists must learn the hospital's schedule from booking appointments to the number of anesthetic procedures per day to boarding space in our kennel. Our receptionists must also be proficient in our invoicing procedures. Invoicing clients is primarily a receptionist's responsibility requiring efficiency and accuracy.

Hospital Cleanliness Responsibilities- maintaining the appearance of lobby and reception area; including dusting, cleaning windows, cleaning scale, stocking display case and magazine table; cleaning patient messes, and maintaining the coffee station and lobby.

Animal Care and Treatment Responsibilities- greeting all patients by name; making pets feel welcome in hospital; recognizing severe cases in need of immediate attention; keeping animals isolated from others when necessary.

This is by no means a complete list. Some tasks may be assigned to a specific staff member to complete. Some tasks may be added or removed from this list as deemed necessary for the safety and well being of our patients.

- Must be available to work Saturdays
- Must be available for weekly staff meeting – every Wednesday from 7:00am – 8:30am
- Will require some shifts beginning at 6:15am, and some shifts ending at approximately 7:00pm
- Must be computer proficient
- Must have excellent client service skills
- Must possess excellent phone etiquette skills
- Required to wear scrubs and closed toe shoes (uniform policy)