



Job Description  
**Veterinary Receptionist**

## **Position Title: Veterinary Receptionist**

**Reports To:** Practice Manager

**Department:** Client Care

**Job Summary:** As the Veterinary Receptionist, you are the client advocate. The Veterinary 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. Your goal is to provide a great and professional experience for the client. The Veterinary Receptionist works as part of Client Care team under the direction of the Practice Manager, sharing responsibility for the various tasks related to client care, front desk management and general operations. The Veterinary Receptionist carries out general tasks from managing patient scheduling, financial transactions, appearance of the waiting room and front desk. The exceptional Veterinary Receptionist has the ability to diffuse negative client situations and foster client bonding.

### **General Description**

As the receptionist you are the first voice and first face of the practice. Therefore, there are a few general requirements to create a great first impression.

- Know the range of services the practice provides and the species we treat.
- Be comfortable operating a computer.
- Be reasonably familiar with breeds and coat colors.
- Follow OSHA standards. Be able to find MSDS sheets in a timely manner.
- Become familiar with standard medical and business abbreviations.
- Use proper medical terminology when speaking and writing.
- Know the policies regarding provision of veterinary care, treatment of stray animals, deposits for hospitalized patients, payments, credit, pet health insurance and finance fees.
- Prioritize tasks to maximize client satisfaction and patient health.
- Perform job tasks accurately and efficiently without rushing.
- Handle stress and pressure with poise and tact.
- Maintain constant vigilance regarding pet and client safety. (I.e open doors, aggressive pets, potential contagious diseases).
- Report supply needs, equipment needs and repairs to the practice manager immediately.
- Report injuries (either by clients, yourself, or employees) to the practice manager immediately.
- Show respect for clients, team members and animals (both alive and deceased at all times).
- Be comfortable counting money and handling payments.

### **General Tasks**

- Operate the Front Desk Area
- Maintain a safe and clean front entrance, sidewalk, waiting room, reception desk and public restroom, windows and doors (inside and out).
- Make sure fragrance plug-ins in the reception, bathroom and exam rooms are kept filled and functioning at all times in order to create a pleasant atmosphere.

### **Clerical**

- Check the mail. Distribute appropriately within the clinic daily.



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- Receive packages or samples. Distribute to the appropriate department, do not open. Samples should be given to the practice manager for distribution.
- Sympathy cards. Make sure that sympathy cards are signed and mailed in a timely manner. Update medical record accordingly to indicate deceased status and that card has been sent.
- Transfer of Records:
  - To the Practice: Scan all records, documents and forms to the proper patient.
  - From the Practice: Ensure that client's fill out transfer form and complete request once a doctor has approved that the record is complete.
- Maintain copies of all forms used such as registration, boarding and treatment forms.
- Maintain the phone answering system. Including changing call routing according to the on-call schedule.
- Answer the Phone
  - Acknowledge the arrival of people in the reception area while answering the phone with eye contact or a hand wave.
  - Take a clear concise message or prescription request and ensure that the message is returned in a timely manner.
  - Direct medical questions and patient updates to a technician.
  - Direct prescription refills to the virtual assistant or, if unavailable, to a technician or Dr.
  - Direct special orders to the lead technician in each department.
  - Direct appropriate calls to doctor.
  - Use the intercom on the phones as much as possible. This will reduce time that you are away from the front desk and leaving it unattended.
- Ensure that Messages are returned in a reasonable time.
- Log client communications in the computer.
- Create daily call back lists for each technician and ensure that they are followed up.
- Reminders: Generate and complete via email, mail or telephone.
- Records: Ensure that all laboratory reports, ancillary reports etc have been scanned to the record daily and that records are complete.
- Maintain a current list of groomers, trainers, animal control, pharmacies and other appropriate contacts for quick reference.
- Maintain current reading material and bulletins in the waiting area.



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- Prepare patient charts for appointments by printing the "Patient Summary".

### Client Interaction

- Greet Clients. Cordially greet arriving clients and patients, and address each by name.
- Check in clients / patients.
- Register clients: It is the sole responsibility to make sure that all information in the client information section is correct, filled out and current. If a client has been registered during an after hours emergency, it is the responsibility of the receptionist to make sure that all appropriate information has been filled out completely and correctly. Ensure that clients and patients are NOT duplicated.
- Hand out all necessary forms to the client.
- Ensure that all necessary forms are completed and scanned.
- Schedule and conduct tours of the clinic. Before each tour, ensure that the facility is orderly and that staff and patients are prepared for tours.
- Communicate clear, concise directions.
- Advise clients of significant changes in policies or changes in service (ie, boarding, new appointment hours) since their last visit.
- Appointment reminder: Call clients scheduled for the following day to remind them of appointment and any special requirements such as fasting for bloodwork.
- Familiarize yourself with over the counter products at the retail shelf so that you may advise clients appropriately.
- Advise clients to euthanasia, disposal and cremation policies. Assist owner with arrangements as necessary.

### Financial Duties

- Discuss payment options and policies with clients (Cash, credit, Care Credit, Scratchpay). Know all pre-prepayment policies and estimates for new clients and hospitalized patients. NO hold checks. NO billing on account.
- Help with applications such as Care Credit.
- Ensure that checks have current and appropriate information and a current non-expired driver's license number.
- Discuss and explain pet insurance policies (ie, customer must pay us and submit bills to insurance to be reimbursed personally thru the insurance. We do not bill insurance.



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- Accurately cash out clients after appointments, for prescription pick up or supply purchase.
- Handle coupons or humane society vouchers.
- Enter payments received in person, by mail or by phone.
- Close/count cash drawer each night. Reset change for next shift.
- Complete daily credit card batch duties.
- Copy and endorse checks with practice stamp.
- Prepare daily register report and turn into practice manager.

**Teamwork:**

- Consistently work in a positive and cooperative manner with fellow Team Members.
- Assist other Team Members in the performance of their assignments.
- Seek out opportunities to help rather than waiting to be asked.
- Consider the impact of your actions on Team Members throughout the Organization.
- Take direction and initiate actions (cross/additional training) that will allow the assumption of cross-functional duties to ensure seamless operations.
- Demonstrate flexibility to perform duties wherever volume deems it necessary within the organization.

**Problem Solving:**

- Demonstrate sound judgment by taking appropriate actions regarding questionable findings or concerns.
- Investigate and follow through on unusual orders or requests for service or information.
- Follow proper reporting procedures for actual or potential accidents and/or incidents so follow-up and/or prevention can occur.
- Record/report the need for service maintenance or repair of equipment and remove any faulty equipment from service.
- Consistently evaluate work and determine if further steps are needed to meet departmental expectations.
- Take initiative to do or redo inadequate or incomplete work, even if it is not yours.
- Ensure compliance with regulatory standards.

**Productivity/ Efficiency:**

- Consistently demonstrate ability to respond to changing situations in a flexible manner in order to meet current needs, such as reprioritizing work as necessary.
- Minimize non-productive time and fill slow periods with activities that will enable you to prepare to meet the future needs of the system (education, organizing, housekeeping, and assisting others).
- Organize job functions and work area to be able to effectively complete varied assignments within established time frames.
- Consistently demonstrate ability to take the initiative to make decisions/choices without direct supervision.



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**Adherence to Departmental Policies:**

- Demonstrate knowledge and understanding of all policies and procedures and ability to reference them from appropriate books and manuals.

**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 job.

- Work is performed in a professional medical based setting.
- Working extended hours may be required as needed.
- While performing the duties, the employee is regularly required to sit, talk and/or hear. The employee is frequently required to use hands to finger, handle or feel. The employee is required to reach with hand and arms. Occasionally required to climb, stoop, kneel, crouch and/or crawl. Must occasionally lift and/or move up to 75 pounds. Specific vision abilities include close vision and color vision.
- The noise level in the work environment is usually moderate to loud. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Incumbent will be exposed to virus, disease and infection from patients and specimens in working environment.

**Seasonal / Special Duties**

- Snow removal: Ensure that the front sidewalk is safe and clear via shoveling and an ice melt product that is appropriate for use on concrete. Notify the practice manager immediately if the parking lot is in need of plowing. Enlist the help of Kennel assistant/veterinary assistant/ technician to help with snow removal if necessary.
- Seasonal decorations: Decorate with provided supplies. Ensure that decor is removed in a timely manner and stored appropriately. Notify the practice manager when old decor needs replaced.
- Other general duties as assigned

**Working Conditions**

- 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.
- Occasional handling of animal blood, feces and urine is required.
- Follow federal and state animal health laws and regulations including OSHA and DEA.

**Qualifications/Requirements:**

- Possess strong organizational skills
- Able to work collectively with the administrative team.
- Able to work with minimum supervision

**Education/Training/Experience:**

- High school diploma
- Customer Service background desirable, but not required.



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- Basic operation of computers, printers and scanners
- Familiarity with Medical Terminology
- Proficiency in Typing (minimum 30 words per minute)
- Familiarity with Microsoft Word

**Forms:**

Client Registration Form

Anesthesia / Surgery Consent Release Form

Euthanasia Consent Form

Boarding Check-In Form

Patient Drop Off Form

Daily Deposit / Register Report

Records Transfer Form

Pre-Purchase Exam (Buyer Disclosure / Seller Disclosure)



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- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the organization.
- I have read and understand this job description.
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Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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