

San Juan Animal Hospital Receptionist

Purpose:

Receptionists at San Juan Animal Hospital act as the main intermediary between our clinic and our clients, on the phone, when clients enter our building, and when they leave the building. They also handle secretarial and cashier duties for the clinic. Receptionists report to the Head Receptionist.

Minimum Qualifications:

Skills: Basic computer knowledge in Windows (Word, Excel, especially)
Adequate typing skills

Ability to: Perform clerical work with speed and accuracy
Develop proficiency in AVImark program within 1 month of employment
Greet clients graciously
Recognize the responsibilities involved in responding to client questions
Understand and carry out oral and written directions
Proficiently and honestly handle all forms of monies
Maintain a neat professional appearance
Maintain a harmonious and cooperative relationship with those contacted in work
Proficiently handle multiple requests and tasks

Education: Equivalent to completion of 12th grade

Experience: Not required but office experience is preferred

Specific Duties:

Client Care

- Handle incoming phone calls
- Place messages for doctors on appropriate message board.
- Schedule appointments
- Refill prescriptions in accordance with hospital policies and procedures
- Receive clients when they come in and establish the purpose of their visit
- Check-in appointments on the computer
- Receive payments after services are rendered in accordance with hospital policies and procedures.
- Enter new patients into computer system including reminders for vaccinations
- Check boarders, surgery patients and bathes in
- Distribute client handouts
- Handle food and supply sales
- Handle emergencies in a timely manner, professionally with little hysteria.
- Deal with angry, upset clients in a calm and professional manner.
- Sympathize with client and help them with cremation in the passing of a pet.
- Assist clients with information on food and supplies
- Educate clients with hospital procedures and products (surgeries, vaccine protocol, heartworm, intestinal parasites, etc)

Record Keeping

- Enter new clients into computer system including reminders for vaccinations
- Maintain lost and found list
- Make boarding and surgery reservations
- Record, copy, and fax

Update all client email addresses in computer
Make sure all products and service are recorded in patient chart

Business Maintenance

Maintain the appearance of the reception area
Dust/Wipe down furniture of reception area
Vacuum and mop reception and file room areas
Make sure spills or pet accidents are taken care of promptly by you or the technician
Change marquee message
Count cash drawer
Close out credit card machines
Open and close the building

Miscellaneous

Maintain Jancy orders and records
Handle Special Projects as assigned: Mail-outs, new client packs, monthly events, etc.
Keep up with coupons from various vendors
Keep up with Home Again forms
Keep shelves stocked and dust free in lobby

Physical Requirements

Must be able to lift 40 lbs.
Must be able to carry up to 30 lbs. while walking lengths up to 200 feet.
Must be able to stand for periods up to 5 hours at a time.

This position description was reviewed with me by my supervisor and I hereby certify that I am physically able to perform this job with

- Q no accommodations
- Q the following accommodations:

Employee signature Date

Supervisor