

## **JOB DESCRIPTION:**

### ***Veterinary Receptionist / Client Services Representative***



#### **Where is this job located?**

7119 State Rd Millington, MI 48746

#### **Reports Directly to**

Practice Manager

#### **What is the importance of this position in the company activity and what will be its relative importance within the next 3 to 5 years?**

The Veterinary Receptionist plays a vital role for day-to-day function of the Clinic. This position is one of dedication to clients, our community, and staff. The Veterinary Receptionist looks to better the clinic through properly executed tasks. Fellow co-workers lean on the Veterinary Receptionist for client relations, proper scheduling, administrative duties, pet care, and office maintenance. The receptionist maintains the 'face' of the clinic and prioritizes the clinic's growth. Many clients correlate the clinic with the receptionist. This is vital in keeping the high standard for clinic representation through each client interaction.

#### **What is the purpose of this position?**

To deliver exceptional customer service to our clients. To provide compassionate care and ensure all patients/clients arrive and leave with a lasting impression that our entire team values compassion, education, and care for every patient and person that calls or walks through our door. The receptionist is the first impression of our clinic! Make it an everlasting great one! The receptionist answers telephones and emails, greets clients, prepares patient files, receives and relays client correspondence, updates client financial records and processes client invoices. The receptionist has the ability to diffuse negative client situations and foster client bonding while working to maintain a positive team environment within the clinic.

#### **How does the purpose of the Veterinary Receptionist contribute to the purpose of Care Veterinary Services?**

As the Veterinary Receptionist your role must be taken seriously. This role is not one of low meaning and "just answering phones". This role is vital in the functioning day to day of the clinic. The receptionist is the start of all client interaction and show look to help every client who calls, emails, or arrives in person to the clinic. The receptionist is not to just disperse information and not connect to the client through meaningful dialogue. This is done through client education of what we offer and how we are setting ourselves apart in veterinary medicine. Our clients require you being the best at your

position. Our client requires you to be knowledgeable on the best care practices, our protocols, our offers, packages, and services. The purpose of Care Veterinary Services is to provide our clients with the best services from start to finish. We require all staff members to hold themselves to that high standard always.



### **What specific challenges are attached to this job?**

- Being able to work at a speed that delivers high quality care and be productive
- Not getting flustered when things get busy or patients are nervous, timid, scared, unruly, or aggressive
- Must be able to think and anticipate what the client, Dr., technician, and assistants will need
- Must be able to adapt to change and not be afraid to learn new technology, vet-med best methods of practice, animal behavioral techniques, professional office standards, soft skills, and co-worker communication

### **What products/services are directly or indirectly handled on the job?**

Provide top-notch customer service.

Being attentive to client and pet needs.

Identify and work compassionately with clients in various emotional states.

Answer and triage phone calls from clients.

Schedule appointments and schedule procedures.

Check-in clients.

Monitor client flow from check-in to discharge.

Monitor schedule and flow.

Client call backs.

Developing a professional yet, friendly relationship with clients

Managing record requests between other hospitals and specialty practices.

Client education in our services, offered products, and wellness plans

Assist in cleaning the hospital including but not limited to keeping reception desk area, bathrooms, exam rooms, kitchen and kennels if needed.

Process Payment transactions

Maintain proper documentation in electronic medical record.

Relay appropriate information to/from clients to doctors and/or management.

Computer skills: Able to use windows-based computer systems, word processing, email, web search and other skills needed to effectively use the practice management software program.

Abiding by the Care Veterinary Services handbook and guidelines

Other duties as assigned by doctors or management

### **What impact could a good or a bad decision on the job have on the company performance?**

- Every decision made by the veterinary receptionist has to be one in line with the moral and ethics of Care Veterinary Services.
- Ethics is defined as the rules of standards governing the conduct of the person or conduct of the members in a profession
- Morals is defined as code of good conduct laid down out of the experience of a culture or society to serve as a uniform yardstick for the conduct of an individual and groups.
- A bad decision can impact patient health, clinic liability, co-workers trust and result in termination
- A good decision can impact the growth of the clinic, heightened trust from co-workers, acknowledgement from management



**What is the target market/public for these services?**

Our patients are people who want veterinary medicine delivered by a friendly, knowledgeable, professional team. They are seeking quality pet care, education on pet health, and a non-judgmental atmosphere.

**What is the precise performance/results expectations?**

As a Veterinary Receptionist you must grasp (duplicate) the training program provided and be able to execute your duties and actions according to the clinic's standards. There is a standard way to provide administrative duties and client relations.

**How are those result expectations monitored and measured?**

Performance is evaluated by the Practice Manager or Veterinarian. The Veterinarian or PM would determine if something were done correctly or not. The Veterinarian or PM grades all job duties and the veterinary assistant is evaluated on their personal performance along with their teamwork performance in accordance with the Care Veterinary Evaluation Form. The Veterinary Receptionist will have incident forms logged in their personnel file for any areas that are not being done in accordance with the job description and training standard.

**What are the precise tasks, duties and responsibilities of the job?**

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### **What are the required technical and/or administrative competencies & experience?**

- High School Diploma or GED
- 1-2 years customer service experience
- Able to lift 30 pounds
- Basic computer knowledge
- Basic Math and Writing skills

### **What are the required personality and behavioral characteristics?**

You must be enthusiastic, with the attitude of "make things go right." Also, as veterinary medicine tends to not always run as scheduled, we need someone who is flexible and can figure out solutions to help keep the schedule running smooth by working with the other staff.

You are a team member who makes an effort to integrate yourself with the staff; you can't be a "loner." We also need someone who is not afraid of change and technology.

You are someone who is eager to learn how to do new things. We all continuously learn how to do things better and we expect that attitude from everyone in the team.

Match yourself with who we are looking for with the following:

You are a leader

You are a great critical thinker

You have problem solving skills

You are compassionate

You have a positive attitude daily

You have excellent communication skills

You have excellent teamwork skills

You are great a multi-tasking

You accept and thrive on constructive criticism

You are punctual

You leave outside influences outside

You thrive on being a positive influence to those around you

You take on added assignments as required

### **What training program is planned for fast results achievement?**

Our onboarding program is a 12-week program. This training program will have week by week break down of expected mastered skills by the end each week. Each week will end with a meeting with management on your progress felt strengths and weaknesses along with any areas you would like to have additional training in.

### **What kind of performance appraisal is planned on the job?**

You will get feedback from the Practice Manager daily for immediate call to act performance discrepancies. First evaluation will be completed after 90 days. Complete performance appraisal is done every year.



**What management style applies to the supervision of this position?**

Great work ethics, professionalism, and caring/understanding. We utilize Fortis Business Solutions management training. Every member in the team abides by those principles, which ensures good efficiency, stability at work as well as a more fun work environment. We do not want a commercial feel at our clinic but do want a professional, will-do, helpful attitude with all our staff.

**What are the planned salary and other compensations?**

- Hourly wage based on your skills and experience
- Bonuses (at management discretion)
- We offer 30% discount for services rendered to an employee's personal pet after 90 days
- Paid Time Off accrual plan for full time employees
- Paid Holidays for full time employees
- Paid Time Off for Employee Birthday
- Scrubs provided yearly

**Continued Education**

- Paid continued education studies in both the job position and personal interests of Veterinary medicine
- Continued Education is required and deadline to be honored



**ACKNOWLEDGEMENT OF JOB EXPECTATIONS FOR VETERINARY RECEPTIONIST**

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**EMPLOYEE**

\_\_\_\_\_  
**DATE**

**WILL BE ADDED TO PERSONNEL FILE**