

Part-Time Veterinary Receptionist

A Part-time Veterinary Receptionist is required to join the friendly team in our award-winning and busy Veterinary Practice.

Receptionists are extremely important members of our team, as they are on the front line and are the first point of contact with our pet patients and their human carers. They are pivotal for maintaining our exceptional level of customer care. A dedicated, friendly, empathetic, resilient and energetic person is needed, with excellent telephone and face-to-face communication skills. Previous relevant customer care experience, computer literacy, good keyboard skills, including Word and Excel competency are essential. An efficient response to the workload and the fast change of pace in our reception working environment, which at times becomes the veterinary equivalent of A&E, is vital. This interesting and varied role requires reliability, punctuality, a passion for excellent customer care, initiative, confidence and ability to work under pressure.

The role allows for a good work/life balance, the rota is approximately 30 hours per week, and we can be a bit flexible with how they are worked - i.e. 3 x full days 8am - 7pm (11-hour shift with a 1-hour unpaid lunchbreak), or 4-5 shorter days with later and earlier starts and finishes. Some Saturday mornings 8am – 1pm will need to be covered, which will be on a rota basis. We are closed every Sunday and Bank Holiday.

We offer 6.6 weeks holiday per year, including Bank Holidays, paid sick leave, pension and generous staff discounts. The salary is up to £17,908.18 for the position (National Minimum Wage).

The job also carries financial and Pet Health Club administrative duties. Support and CPD will be provided both in-house and externally to develop the required skills.

Please note that this is not an opening to a career in veterinary nursing.

Please follow the link to download our application form from our website and follow the instructions.