



Job Description

Title:

Small Animal Receptionist

Main Purpose of Job:

To act as the first point of call for the Practice, in order to provide a friendly, efficient and effective reception service for our clients

Location of Job

The job is based at the Castle Cary Practice

Hours of Work:

- 8.30am to 5.00pm Monday – Friday
- 8.30am – 1.00pm 1:4 Saturdays
- Flexibility to work additional hours as required depending on operational requirements

Lines of Authority:

- Responsible to the Assistant Practice Manager

Main Duties:

- To undertake general reception duties as follows:
 - Welcome small animal and into the surgery and check all relevant information is on the computer
 - Process payments/invoices after consultation
 - Hand over tablets/medication and reiterate Veterinary Surgeon dosage instructions
 - Answer basic enquiries e.g. Worming, flea products. (If more technical queries or unsure of the information refer to Head Nurse or in her absence a Veterinary Nurse or Veterinary Surgeon as appropriate)
 - Answer telephone as required
 - Book appointments for surgery
- Provide administrative support to the small animal, equine and large animal departments
- To assist with The Healthy Pet Scheme
- To update and maintain computerised client records

- To maintain waiting room cleanliness and appearance as follows:
 - Clean and mop waiting room floors at end of surgery
 - Tidy waiting room
 - Tidy merchandise stands

- To ensure the procedural close down of the practice at the end of the morning session including:
 - Lock doors
 - Close windows
 - Cash up daily takings
 - Till to safe
 - Ensure phones have transferred to duty vet
 - Activate alarm as necessary

Knowledge & Skills Required:

- Thorough understanding of Guidelines to Small Animal Reception duties manual
- Sound knowledge of Practice policies and protocols across all three departments
- Competence in the use of the Practice Management System
- Up-to-date knowledge of Practice services and products including the Healthy Pet Scheme and Healthy Horse Scheme
- Working knowledge of Preventative Healthcare, common veterinary terms, treatments and operations
- Good client care skills – courtesy and helpfulness is expected at all times
- Good communication skills
- Good teamwork skills

Training:

- Attendance at relevant in-house training sessions
- Attendance at appropriate external training courses to enhance skills and personal development

Confidentiality:

- Prohibits divulgence of any information that is secret and confidential to your Employer.