



## **Job Description**

### **Title:**

Small Animal Receptionist – Part Time

### **Main Purpose of Job:**

To provide a friendly, efficient and effective reception service for our clients, acting as the first point of contact by phone, email and face to face.

### **Location of Job**

The job is based at our Yeovil Practice

### **Hours of Work:**

- Shifts are 15:00 – 19:00 Wednesday and 10.30 -19.00 Thursday and Friday
- 08.30 to 13.00 Saturdays on a 2 in 5 rota
- Flexibility to work additional hours as required depending on operational requirements

### **Knowledge & Skills Required:**

- Excellent client care skills – courtesy and helpfulness is expected at all times
- Relevant experience in a Customer Service role
- Computer literate (including MS office and outlook)

### **Person Specification:**

- Attentive
- Patient and calming presence
- Clear communication skills
- Ability to use 'positive language'
- Ability to 'read' customers & situations
- Willingness to learn
- Ability to deal with the unexpected in a calm manner
- Good time management
- Attention to detail
- All round team player

### **Main Duties:**

- To undertake general reception duties as follows:
  - Welcome clients at the surgery and check all client data is current
  - Process payments/invoices after consultation
  - Hand over medication and reiterate Veterinary Surgeon dosage instructions

- Answer a range of enquiries e.g. worming and flea products (if more technical queries or unsure of the information refer to Nurse Practitioner or in her absence another member of the clinical team)
  - Answer telephone calls into the practice and make outgoing calls to clients as necessary
  - Book routine and non-routine appointments and surgeries
  - Assisting the Veterinary Surgeons with paperwork, referrals to other treatment centres, sending X-rays and patient histories.
  - End of day cashing up
  - Dealing with sensitive situations in the appropriate manner
  - Manage the Yeovil email inbox
- Comply with GDPR regulations whilst maintaining practice and client confidentiality at all times
  - To assist with in house client programs such as our Healthy Pet Scheme
  - To update and maintain computerised client data records
  - To maintain waiting room cleanliness and appearance as follows:
    - Clean and mop waiting room floors at end of each surgery
    - Tidy waiting room area
    - Tidy and clean merchandise shelves
  - Any other necessary administrative tasks

**Lines of Authority:**

- Responsible to the Reception Co-ordinator

**Training:**

- Attend relevant in-house training sessions
- Attend appropriate external training courses to enhance skills and develop professionally

**Expected outcome of training:**

- Thorough understanding of Guidelines to Small Animal Reception duties manual
- Sound knowledge of Practice policies and protocols
- Competence in the use of the Practice Management System
- Up-to-date knowledge of Practice services and products including the Healthy Pet Scheme
- Working knowledge of Preventative Healthcare, common veterinary terms, treatments and operations