

A woman with long hair is shown in profile, smiling and holding a dog. They are on a beach with waves in the background. The entire image is covered with a semi-transparent green filter. The word "Receptionist" is written in white, bold, sans-serif font across the middle of the image.

Receptionist



Job Profile – Receptionist

Eden Veterinary Centre



213 Kingstown Road
Carlisle
Cumbria
CA3 0BB

Hours: 12 – 25 by agreement.

Hours arrangement: 1 full day 8.30 – 7.15pm.

Additionally, administration hours and flexibility to assist with Team cover and liaison with colleagues.

Salary: Competitive.

Our core values are what make the group a successful and fun place to work.

WE CARE

We care for animals and people, keep our promises, treat each other with decency and respect.

WE DARE

We dare to innovate, encourage entrepreneurial thinking and identify opportunities to succeed in a changing world.

WE SHARE

We share knowledge, best practice and make decisions based on trust, dialogue, commitment and engagement.



Main Purpose of Role:

To be the first point of contact for clients and the general public both on the telephone and in person. Demonstrating a professional and knowledgeable impression to promote the Practice and give confidence to our clients.

This role reports to the Business Manager.

Responsibilities:

- Ensure that all visitors to the Practice are met in a professional, friendly and courteous manner at all times.
- Telephone calls should be answered as a matter of priority (3 rings) to ensure that all client enquiries are dealt with promptly and professionally
- Inform and educate clients, providing excellent customer service at all times, in a professional, sympathetic and courteous manner
- Follow the 5 key steps to successful call handling:
 - Answer and introduce yourself.
 - Understand the nature of the person's enquiry, obtain their name and the name of the pet and use both where appropriate
 - Provide an explanation, don't just quote a price
 - Show interest and warmth towards their pet
 - Offer a choice of appointments.
- Convert enquiries to appointments wherever possible to maintain pet healthcare.
- Organise appointment diary as efficiently as possible to maximise clients seen.
- Record, pass on and personally follow up enquires promptly and efficiently
- Add new client details fully onto computer system – including vaccine status and correct contact details.
- Check/update vaccine/contact details upon each visit or during each phone call.



- Where appropriate record any other information on the Practice Management System to support the Vets during consultation process.
- Ensure invoices are correct and any adjustments have been added.
- Ensure clients pay for services on day of treatment.
- Secure follow-up appointments to close a treatment plan fully wherever possible.
- Ensure appointment call backs are completed to check customer satisfaction.
- Complete pre-op reminder calls.
- Call all missed appointments to re-schedule.
- Educate all clients about practice services.
- Actively promote Pet Healthcare Plans and pet insurance.
- Actively promote any promotional schemes.
- Keep the reception area clean and tidy at all times, especially ready for the next working day.
- Adhere to all Practice/reception policies/procedures to ensure an excellent level of customer service to our clients at all times.
- Be responsible for own Personal Development by attending internal/external courses and personal study to develop skills.
- Help with the marketing targets according to the business plan as all staff are to contribute to the success and profitability of the Practice.
- Under the Health & Safety at Work Act 1974, it is the duty of every employee to take reasonable care of themselves and others at work. This also includes taking care of equipment and reporting immediately any items not working.
- Carry out stock orders when required and assist with the stock takes.

Duties:

Perform administrative and reception duties including:

- Booking, cancelling and changing appointments.
- Receiving cash/card payments.
- Handle insurance claims and instalment queries.
- Deal with end of day banking procedures including spreadsheet completion.
- Ensure financial and data reports are completed and sent by the required timescale/s.
- Attend reception / team meetings as and when requested.



- Dispense medications/prescriptions.
- Keep client/patient records up to date.
- Check clinic emails and process appropriately.
- Ensure all daily paperwork completed (lab reports, consent forms, vaccination paperwork etc.).
- Ensure all counter sale products are well stocked and clean.
- Maintain stock levels on a daily basis (food or special orders for the surgery or clients).
- Keep puppy/new client packs made up and in stock.
- Ensure change is available in the till for next working day.
- Maintain effective debt control.
- Deal with and organise incoming and outgoing post.
- Ensure all messages are recorded legibly and in full, including pet and client's name, address, contact number and problem, and passed on to the relevant person.
- Fill out consent forms ready for next day surgeries.
- Send out correct booster/wormer and flea reminders.
- Fill out paperwork for Pet Healthcare Plan/4-week free insurance.
- Send out debt statements / letters.
- Liaise with charities regarding collection boxes.

Any other duties requested by the Business Manager, Principals, Associate Vets and Support Staff.

Dress Code

- All required items of uniform will be provided or where not applicable; a professional smart dress code must be adhered to, in line with the Dress Code & Appearance Policy.
- Shoes should be appropriate for the requirements of your role.
- Health & Safety regulations should be considered in applying a professional and consistent approach in relation to jewellery, hair styles and nail varnish / embellishments.



How to apply:

Please write an application letter detailing your career history and relevant experience and skills. This should be no longer than 2 sides of A4. A CV will be accepted but only in addition to an application letter.

Please email or post your applications to:

- **Penny Brown, Business Manager, Eden Veterinary Centre, 213 Kingstown Road, Carlisle, Cumbria. CA 0BB**
- penny@edenvet.co.uk

The closing date for applications is:

9am, Wednesday 7th July 2021

We are expecting a high volume of applications. If you apply but do not receive an invitation for interview by Wednesday 14th July, this will mean that you have not been shortlisted. But, we thank you for your interest in the Practice and the role and please do not be discouraged from applying for future vacancies.