

A woman with long dark hair is shown in profile, smiling and holding a dark-colored dog. They are on a beach with waves in the background. The entire image is overlaid with a semi-transparent green filter. The text 'Receptionist & Administrative Assistant' is written in white, bold, sans-serif font across the center of the image.

Receptionist & Administrative Assistant



Job Profile – Receptionist & Administrative Assistant

Location/Region: Highgate Vets, Kendal

Values:

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, online and in person. Demonstrating a professional and knowledgeable impression to promote the Practice and give confidence to our clients. Assist in administration to help enable the smooth running of the practice.

This role reports to the Practice 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: ‘Good morning/afternoon/evening XXX Vets, speaking, how may I help you?’
 - 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 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.
- 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 biannual stock takes.

Duties:

- Perform administrative and reception duties to include:
 - Booking, cancelling and changing appointments.
 - Receiving cash/card payments.
 - Handle insurance claims and instalment queries.
 - Process end of day banking procedures.
 - Attend reception team meetings as and when requested.
 - Dispense medications/prescriptions within regulations and practice protocols.
 - Keep client/patient records up to date.
 - Check clinic emails and process appropriately.
 - Liaise with charities regarding collection boxes.
 - Ensure all daily paperwork completed (lab reports, consent forms, vaccination paperwork etc.).
 - Client information and 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 available in 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 forms for Pet Healthcare Plan/4-week free insurance.
- Assist in sending out debt letters.
- Submission of monthly meter readings and similar, regular reports.
- Assist with data entry such as inputting rotas into the workforce management/pay roll system.
- Help to review, maintain and update practice paperwork with regards to Health and Safety, protocols and risk assessments etc.

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

Dress Code

- A tunic and fleece will be provided with your own black trousers to be worn. 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.
- Name badge should always be worn
- Health & Safety regulations should be considered in applying a professional and consistent approach in relation to jewellery, hair styles and nail varnish.