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| A  Junior Veterinary Receptionist  *Veterinary Receptionist Introductory level – Level 2* | |
| **Position Summary:**  A Junior Veterinary Receptionist under the Animal Care and Veterinary Services Award 2020 is either someone with no prior industry experience (Introductory Level), or someone with minimal knowledge and experience who still requires ongoing training and supervision (Level 1 & 2). | |
| **Position Purpose:**  A Veterinary Receptionist is the first and last point of contact for our clients and their beloved pets. This client facing role is crucial to the development of client relationships, building client trust and clinic reputation. Reception is the initial experience for our patients and can have drastic effects on their experience in hospital and overall patient outcomes. Veterinary Receptionists are responsible for ensuring efficient operation of the practice through the provision of administrative support, hospital appropriate cleaning tasks and customer service tasks. | |
| **Reports to:**   * Senior Veterinary Receptionist * Veterinary Reception Manager * Head Nurse * Practice Manager | **Accepting applications:** *INSERT DATE OF ADVERTISEMENT*  **Location:** *INSERT CLINIC ADDRESS*  **Position Type**: Casual/Part-Time/Full-Time |
| **Personal Competencies:**   * Excellent interpersonal skills and communication skills with the ability to exhibit compassion, understanding and empathy for both animals and their owners. * Able to stay calm under pressure in a fast-paced environment (important for medical emergencies or multiple clients arriving at once). * Able to show initiative and forward planning when working in a wider team. * Shows organization and multitasking skills when tackling a list of tasks each day. * Ability to show critical thinking when analysing a problem. * Willingness to be coached and mentored in order to develop their skills. | **Skill Requirements:**   * Strong English speaking skill * Proficiency in computer software   **Education & Qualification Requirements:**   * Completion of Year 12 or Equivalent * Completion of Certificate II relevant to industry desirable but not essential. * Completion of or willingness to complete the AVRA Foundation Course.   **Prior Experience:**   * Prior experience in customer service or administrative role desirable but not essential. |
| **Key Responsibilities:**  As a Junior Veterinary Receptionist you will slowly build up to many of these tasks over time after thorough training. We do not expect a Junior Receptionist to be achieving these from the beginning. However our expectation is that our Junior Veterinary Receptionist will meet these responsibilities over time.  **Customer Service Tasks**   * Warmly welcoming clients and their pets to the clinic in a timely manner. * Checking clients in on the Practice Management System correctly, including getting a current weight if applicable. * Ensuring client is comfortable in the waiting room, this may include offering water, or moving them to wait in the consult room if their pet is anxious or boisterous. * Create a positive, friendly and calm atmosphere in the waiting area. * Answering clinic calls politely, professionally and in a timely manner. * Navigate the client file and schedule in order to schedule an appointment appropriately. * Confirm and reschedule appointments as necessary. * Directing calls to appropriate staff members * Taking detailed messages and actioning as required. * Take medication request to be approved by the vet if patient seen in last 6 months.   **Provide Veterinary Specific Information**   * Provide information on pricing for vaccination, consultation and desexing. * Provide basic information on vaccination schedules relevant to the patient. * Provide inclusions on desexing packages. * Correctly direct client queries regarding medical recommendations to the relevant staff member.   **Contribute to Clinic Presentation**   * Maintain the professional presentation of the reception and front of house areas including waiting rooms, consult rooms and retail displays. * Perform cleaning routines to the reception areas in line with clinic policies and hygiene protocols. * Ensure the entry and front of the clinic are presented in a clean, welcoming and professional manner.   **Billing & Account Management**   * Process cash and eftpos payments. * Issue invoices and receipts to clients * Confidently refer a client to a senior staff member for processing insurance and external lender payments. * Billing and sale of over-the-counter products including preventative and nutritional products. * Identify appropriate client account holders. | |
| **Workplace Policies:**  The Junior Veterinary Receptionist is expected to adhere to the following clinic policies:   * Confidentiality & Privacy * Social Media Policy * Clinic Code of Conduct   *ADD/DELETE POLICIES FOR RELEVANCE TO YOUR CLINIC* | **Evaluation & Review**  This role is subject to a 6-month probationary period. Followed by an annual performance evaluation. This evaluation, as well as the job description itself, is subject to annual review and is hence periodically updated by the management team to correctly reflect the role, expectation, and current industry standards. |