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| A  Veterinary Receptionist  *Veterinary Receptionist Level 3* | |
| **Position Summary:**  A Veterinary Receptionist under the Animal Care and Veterinary Services Award 2020 is either someone with an AQF Level 3 Qualification or Equivalent (Industry Relevant Cert III) OR whom possess the knowledge and experience to operate at trade level, working with limited supervision. | |
| **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. * Excellent attention to detail. * Shows organization and multitasking skills when tackling a list of tasks each day. * Ability to show critical thinking when analysing a problem. * Willingness to continue developing veterinary reception skills. * Ability to provide mentoring or coaching to Junior staff as required. | **Skill Requirements:**   * Strong English speaking skill * Proficiency in computer software   **Education & Qualification Requirements:**   * Completion of Year 12 or Equivalent * Completion of Certificate III relevant to industry desirable but not essential. * Completion of or willingness to complete the AVRA Intermediate Course.   **Prior Experience:**   * Prior experience in Veterinary Reception role required. |
| **Key Responsibilities:**  As a Veterinary Receptionist you are expected to meet the following responsibilities during your daily working routines:  **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. * Correctly schedule surgical and non-surgical procedures. * Contact clients in a professional manner to inform of orders available for collection. * Follow up client reminders.   **Provide Veterinary Specific Information**   * Provide information on pricing for vaccination, consultation and desexing. * Provide comprehensive information and booking advice on vaccination schedules relevant to the patient. * Provide comprehensive information on preventative health care for patients. * Provide comprehensive information on over the counter products sold in clinic. * 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. * Ensure retail displays and pamphlet displays are clean and fully stocked. * 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 * Process insurance and external lender payments. * Billing and sale of over-the-counter products including preventative and nutritional products. * Identify appropriate client account holders. * Discuss financial concerns and accounts with clients, referring to the Practice Manager or Reception Manager as required. * Correctly provide pre-generated estimates to clients via email or physical printed copies. | |
| **Workplace Policies:**  The Veterinary Receptionist is expected to adhere to the following clinic policies:   * Confidentiality & Privacy Policy * 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. |