

WellHaven Pet Health

Job Description

Lead Receptionist

Job Summary

The Lead Receptionist serves as the hospital's front-facing representative, acting as the initial point of contact for clients and patients, while also providing training and guidance to other receptionists. This role collaborates with the Practice Manager, Principal Doctor, and Lead Veterinary Technician to oversee daily hospital operations and ensure the delivery of high-quality medical care. The Lead Receptionist is instrumental in creating a positive, friendly, and exceptional experience for clients and patients.

Key Responsibilities

Main Accountabilities:

- Greet clients and patients in a positive, welcoming, and friendly manner, creating an enthusiastic and warm environment
- Administer basic reception tasks, including answering and managing incoming phone calls, scheduling patient appointments, managing patient intake and discharge
- Administer basic cashier duties, including reconciling the cash drawer daily (opening and closing processes)
- Educate clients about Wellness Plans and patient care as directed by the veterinary medicine team
- Prepare and maintain thorough and accurate medical charts for all patients, consistently meeting hospital quality control standards
- Maximize the efficiency of the veterinary team by effectively managing patient flow
- Create and maintain a clean, neat, and inviting reception area
- Assist in recruiting new team members for the hospital
- Train new and existing Receptionists
- Ensure Reception team complete all assigned hospital duties before the end of the shift
- Assist Practice Manager with Reception team scheduling
- Assist in managing hospital supplies, including inventory tracking and restocking as necessary
- Perform cashier responsibilities, including daily reconciliation of the cash drawer during opening and closing processes
- Takes an active role in hospital team meetings

Customer Service Delivery:

- Consistently provide professional, efficient, and exceptional service
- Demonstrate excellent communication and organizational skills when interacting with the veterinary team and clients
- Effectively adapt to individual clients and their needs
- Effectively resolve customer complaints, as appropriate

Other:

- Adhere to OSHA standards and regulations as outlined in company policies
- Ability to learn basic veterinary technical skills such as animal restrain and lab duties
- Ability to perform other job duties as assigned

Required Skills and Knowledge

Demonstrated ability to:

- Motivate others and exercise good judgment
- Delegate tasks effectively
- Multi-task effectively
- Remain action-oriented and effectively set priorities
- Work well in an extremely fast-paced work environment, remaining calm and resilient
- Work at computer station/desk for extended periods
- Exhibit proactive initiative in addressing tasks and challenges as they arise
- Complete work, maintaining a high level of accuracy while managing constant interruptions
- Learn new computer software systems (EMR, Scheduling, etc.)
- Provide a high level of accountability

Demonstrated experience with/knowledge of:

- Handling dogs, cats, and exotic animals
- Typing 40+ wpm (keyboard)
- Email systems, basic MS Office products (Word, Excel)

Able to demonstrate:

- Strong Customer Service Focus while effectively adapting to individual clients and their needs
- Excellent communication skills and the ability to manage a variety of emotional situations – remaining empathetic, compassionate, and approachable
- Excellent phone demeanor

Education and Experience

- High School Diploma or equivalent
- Minimum 3 years customer service experience – front desk experience a plus!
- 1+ years of experience working with computers (typing, email, other software, etc.)
- Veterinary experience a plus!

Work Location, Environment, and Physical Requirements

- The Lead Receptionist position is performed onsite at our hospital or at an approved offsite event location. Remote work is not available for his position
- Hospital environment includes limited space, smells from pet waste, and noise (barking, etc.)
- Schedules may include 10+ hour shifts, Saturdays, evenings, and holidays
- Good hand-eye coordination, arm-hand-finger dexterity with the ability to reach and grasp, and visual acuity to use a keyboard, operate equipment, and read information
- Ability to lift 25+ pounds
- Able to stand, walk, stoop, kneel, crouch, and climb

- May routinely be exposed to pets that may bite or scratch, biological hazards, anesthesia medications (smells), radiation if near Xray machine, prescription medications, including controlled substances

Equal Opportunity Employer – Commitment to Diversity

WellHaven is an Equal Opportunity Employer. WellHaven is committed to complying with all applicable federal, state, and/or local laws prohibiting discrimination based on race, color, creed, religion, national origin, sex (including transgender status), marital status, familial status, status with regard to public assistance, disability, genetic information, sexual orientation, age, military or veteran status, membership or activity in a local human rights commission, or any other status protected by law.

In accordance with federal, state, and local law, WellHaven may provide reasonable accommodation to known physical or mental limitations of applicants during the hiring process and to an otherwise qualified employee with a disability unless the accommodation would impose an undue hardship on WellHaven. For more information, please contact WellHaven HR at HR@wellhaven.com.