

## **WellHaven Pet Health**

### **Job Description**

### **Receptionist**

#### **Job Summary**

The Receptionist is “the face of the hospital” and the first point of contact for our clients and patients. The primary responsibility is to ensure our clients’ and patients’ experience is positive, welcoming, friendly, and exceptional. The incumbent in this role will work closely with the veterinary team to provide quality medical care and help promote.

#### **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

##### *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 needed

##### *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:*

- Work independently and exercise good judgment
- 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 of time
- 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
- 1+ years of 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 Reception 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](mailto:HR@wellhaven.com).