

# **Veterinary Receptionist Position Available**

**Company:** Lange Animal Clinic

**Description:** Veterinary Receptionist

**Position Type:** Full Time

## **Veterinary Office Receptionist Job Overview:**

Serves clients and their pets by greeting, assisting and answering questions during their visit. Schedules phone and online appointments within the practice management software. Maintains accurate client and patient records and updates them as needed. Provides exemplary customer service, strong problem resolution skills and ability to make sound business decisions independently. Educates our clients on available resources and tools that we provide to better care for their pets. Check out clients and collects payments at the end of the visit. Performs miscellaneous office duties as required.

## **Veterinary Receptionist Job Duties:**

- Welcomes clients by greeting them, in person or on the telephone, in a professional and courteous manner.
- Optimizes clients' satisfaction, provider time, and treatment room utilization by accurately scheduling appointments in person, by telephone or online.
- Keeps patient appointments on schedule by notifying provider of patient's arrival, reviewing service delivery compared to schedule, and reminds provider of service delays.
- Comforts clients by anticipating clients' anxieties, answering clients' questions when possible and raising concerns to Veterinarians and/or Technicians when needed.
- Ensures availability of treatment information by filing and retrieving patient records.
- Assists in the delivery and collection of payment for prescription medications and/or pet products.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information, as needed.
- Recording and updates client financial information, records and assists with collecting patient charges, controls credit extended to patients, processes payment transactions and escalates payment issues to the Office Manager.
- Maintains business office inventory and equipment by checking stock to determine inventory level; anticipating supply needs, verifying receipt of supplies, assist with scheduling equipment service and repairs.
- Provides insights and information to resources that are available for our clients during the greeting or checkout.
- Helps clients and patients in distress by responding to emergencies and escalating to DVMs as necessary
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Maintains operations by following policies and procedures.
- Contributes to team effort by accomplishing related results as needed.

## **Skills/Qualifications:**

- Ability to multi-task and stay organized in a fast paced, veterinary office environment
- Strong face to face and telephone customer service and problem resolution skills
- 1-2 years experience working in a medical/veterinary office preferred but not required
- Associates degree preferred, High School diploma or GED is required
- Experience with using Practice Management software preferred
- Basic PC skills including experience working with MS Office applications
- Must be able to work Monday- Fridays and occasional Saturdays from 8am - 5pm
- Self starter with a positive attitude, punctual, motivated and loves to be a team player