



JOB DESCRIPTION

Position Title: Clinic/Front Desk
Receptionist

Reports To: Operations Manager

Supervisory Responsibility: No

Compensation: \$12-\$14/hr.

Work Schedule: Full Time, Part time may be considered

POSITION SUMMARY:

The Clinic/Front Desk Receptionist provides exceptional customer service to all St. Croix Animal Welfare Center visitors. S/he schedules, serves, and bills Community Clinic clients and patients; assists with clinic operations; enters, tracks, reports and maintains data and records; handles financial transactions including the sale of animal care and preventative health products; and conducts clinic correspondence with clients. S/he liaises closely with the veterinary team, relaying information to clients as needed. S/he greets all visitors; accepts donations; and fields general inquiries on behalf of the agency. As the first agency representative with whom a member of the public interacts, s/he plays a central role in fostering a welcoming environment and directing visitors to the appropriate department for service. The Clinic/Front Desk Receptionist must be organized, friendly, have concern for animal welfare, and ability to multitask in a fast-paced environment. In the role as administrative support, s/he will work closely with the Paws From Paradise Coordinator to assist with scheduling medical exams, complete health certificates and ensure that all paperwork is in order for the transports. S/he will support the Project Safe Director with data entry. S/he may also be asked to support the organization completing other administrative tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:

- Welcome and greet all visitors
- Maintain visitor sign-in logs
- Answer phone calls, and review and respond to voicemail messages
- Respond to inquiries from visitors and callers about every aspect of agency operations; direct visitors and callers to the appropriate staff members as needed for further information and assistance, escorting them when appropriate
- Set appointments for Clinic patients, both in-person and via the Community Clinic phone line; record appointments in HIPPO veterinary practice management software
- Record client and patient demographic information in HIPPO; record other information as requested by veterinarian and veterinary technicians
- Assist veterinary technicians with preparing exam rooms for patients, including cleaning rooms between patient visits
- Greet each Clinic client arriving for an appointment and obtain preliminary information

- Greet walk-in Clinic clients, obtaining information from clients and conferring with veterinarian and veterinary technicians
- Prepare Clinic patient check-in forms, explain consent forms to clients and obtain clients' signed consents as necessary; prepare cage cards and name tags for surgery and drop-off patients
- Direct Clinic clients to exam rooms; escort surgery and drop-off patients to treatment and kennel areas as needed to assist veterinary technicians; find cages and carriers when needed
- Monitor and maintain flow of Clinic patients during appointment hours, consulting with veterinary technicians and veterinarian as required
- Assist veterinary technicians with preparing and refilling patients' medications
- Call Clinic clients as requested by veterinarian or veterinary technicians to obtain or convey information about patients, to discuss options and costs, and to schedule follow-up care
- Provide post-surgery discharge instructions to Clinic clients as directed by veterinarian and veterinary technicians
- Monitor supplies of medications for sale at the front desk, including heartworm preventative and flea/tick preventative
- Scan and save Clinic patients' lab test results
- Review invoices prepared by veterinary technicians for missing or incorrect charges
- Prepare invoices as requested by veterinarian and veterinary technicians
- Collect cash, check and credit card payments from Clinic clients, answer questions about charges and provide receipts
- Monitor Clinic email account on a daily basis
- Prepare health certificates and rabies vaccination certificates for traveling patients
- Provide patient records by email or printed copy upon client's request
- Graciously accept donations from in-person visitors, provide receipts, obtain name and address information for thank you letters
- Maintain a tidy and organized reception area, and make sure surfaces are sanitized frequently throughout the day
- Accept mail and deliveries, sorting and handing out as needed, ensuring that veterinary items requiring refrigeration are promptly unpacked
- Promote, sell and accept payment for merchandise
- Sell dog licenses and maintain logbook
- Reconcile cash, check and credit card payments with receipts at end of each day
- Maintain patient files, including check-in forms, veterinarian's notes, lab test results
- Support Paws From Paradise and Foster Coordinators to schedule medical exams, completing health certificates and compiling all medical records for travelling animals

OTHER REQUIREMENTS:

- Previous animal welfare/veterinary clinic and/or front desk experience preferred.
- No criminal convictions or injunctions at the local, state and/or national level which could demonstrate an inability to carry out the agency's mission or programs

- Upholds the ethical standards of the agency
- Follows policies and procedures of the agency
- Must be able to work weekends as required
- Must have reliable transportation

PHYSICAL DEMANDS: Standing, and/or sitting for long periods are common, including working in a bent position and restraining large and strong animals that pull and jump.

May be required to use strength and agility in capturing and restraining active animals.

May be exposed to contagions such as tetanus, ring worm, and others.

WORK ENVIRONMENT: The work environment characteristics can be stressful, is fast-paced and requires alertness and flexibility. The noise level can accelerate to moderate and high levels.