**JOB DESCRIPTION: RECEPTIONIST**

**REPORTING TO: PRACTICE MANAGER / RECEPTION COORDINATOR**

**RESPONSIBLE FOR: NONE**

The purpose of this position is to serve as a member of the reception team. A veterinary receptionist is the first point of contact for our practice. You will be creating the image and the first impression of our business. You will need to remain calm, courteous and professional at all times. A positive impression makes clients feel confident in our service as a whole and helps to put them at ease if they are worried or apprehensive.

# MAJOR GOALS

* To receive clients and visitors, arrange appointments, update client records relating to patient care and treatment, and to help facilitate accurate communications between clients, veterinary surgeons, the practice manager and nursing staff. This position requires a practical knowledge of the practice’s organisation and services.
* As a veterinary receptionist you will deal with a wide range of people, some of whom are very distressed and worried about their pet’s condition. Sensitivity to how they may be feeling is an essential skill, for example - efficient paperwork processing is important but timing is also critical, and some flexibility and use of initiative depending on circumstances is often needed.
* Knowledge and understanding, you will be a popular source of all kinds of information for clients and a database of information for other members of the practice team. A good level of I.T. literacy, an understanding of medical terminology and a willingness to undertake training is essential.
* Day to day duties of a receptionist will involve some administration. This requires you to be fast, detail-orientated, accurate, organised and able to multi-task and handle pressure with diplomacy, composure and sound judgement.
* Communicate effectively with all the different people you deal with. When answering calls be professional and follow proper telephone etiquette, maintain a polite and calm tone of voice, be friendly and helpful.

Following training you will have an understanding of the basic regulations governing visitors, animal patient treatments, recognition of an emergencies and be able to accurately transcribe information/messages to your colleagues. You will obtain a practical knowledge of the standard procedures, veterinary records and terminology used in the practice.

# MAJOR DUTIES

The following description is provided as a guideline for your duties, it is not exhaustive.

* To be efficient, pleasant, courteous, polite, concerned and helpful to all clients at all times. Clients can often be distressed or worried and need extra understanding and empathy from the reception team.
* To answer the phone promptly and courteously and convert telephone enquiries into appointments where appropriate.
* To take, record and pass on messages accurately (and quickly if urgent). Correct use of the message board as appropriate.
* To see that appointments remain on schedule by being familiar with times required for different clinicians.
* To co-ordinate and ensure a smooth client and pet flow within the client waiting area.
* Keep clients informed if they are likely to be kept waiting - why, how long, do they need to phone anyone? Would they like a drink? etc.
* Working alongside the nursing team, accurately communicate and coordinate the admission and discharge of patients.
* Use sensitivity for example in cases of euthanasia, terminal illness, severe injury, or if a client is collecting patient ashes.
* Deal with requests for help from vets wherever possible in relation to communicating with patient owners.
* To keep the reception area, client waiting room and facilities tidy, clean, organised and well stocked.
* To process payments accurately and efficiently ensuring client records are accurately updated.
* To issue all new clients with registration forms on arrival and immediately make any necessary corrections to computer records ensuring compliance with Data Protection and GDPR policies.
* Escalate client complaints according to the practice complaints procedure. All clients should be asked if they have any questions or problems and these should then be resolved before they leave. Always re-iterate to clients to contact us if they are at all worried.
* Be familiar with the practice website, to guide clients and enquirers through to relevant sections.
* Follow and work through your reception competency checklist to ensure skills are maintained throughout.
* Review the ‘Staff Information’ and the Health and Safety manual.
* Be familiar with the correct use of the Practice Management system.
* Be familiar with the telephone, soft console, paging and messaging systems.

**PERSON SPECIFICATION**

**JOB TITLE** - **Receptionist**

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| **SPECIFICATION** | **ESSENTIAL** | **DESIRABLE** |
| Experience  Period in related field(s) | A minimum of 12 month’s experience in a role involving both ‘face to face’ and telephone customer care | Any reception or client care experience  Cash, PDQ handling & till operation  Experience of working in a vets/doctors etc with a client base  Experience of insurance process |
| Knowledge | Computer literate – confident use of Word, Excel and Outlook as a minimum | Knowledge of client based computer system and multiple line software-based telephone system  Use of photocopiers/fax/scanner |
| Qualifications | Good general education with regard to literacy and math’s  (Taking accurate messages, accurate telephone numbers, logging client details and notes on computer, taking accurate payments. | Any form of client care qualification.  Veterinary receptionist qualification  Medical secretary/reception qualification such as AMPSAR  IT qualification |
| Personal | Clear speaking voice  Ability to prioritise duties and multitask when necessary  Good command of the English Language  Of smart appearance  Personable and approachable  Able to work accurately to set protocols |  |