

## Receptionist Job Description

The primary job for a receptionist is to exceed our client’s expectations for outstanding client service while creating a warm and welcoming impression. A good receptionist is a “people person” who enjoys working with diverse clients and is caring, friendly, and efficient.

The receptionist must remain professional and courteous to clients and co-workers while handling multiple tasks at once with many interruptions. The position is part crowd control, part efficiency expert, and part records manager. Receptionists answer the phones, differentiate between routine and emergency cases, schedule appointments, greet clients, admit and check out the day’s appointments, process payments and manage financial information, and communicate between clients and other staff.

Receptionists must be able to empathize with clients and remain compassionate and well-mannered if a client becomes emotional or discourteous. They should remain calm and collected in the face of emergency situations.

Receptionists should have a firm belief in the quality of care we provide and communicate this sense of assurance to our clients. The receptionist must know and understand our services and recommendations and be able to clearly communicate these to our clients.

Providing for patient and client comfort by keeping the reception area clean and presentable is part of the daily routine. Ultimately, it is the receptionist who is responsible for creating a good first and last impression on our clients. The importance of this role can not be over emphasized.

## Education and Essential Qualifications

- Employees must be responsible to work the schedule they are assigned. Excessive tardiness or truancy is disruptive to patient care and client service and can not be accommodated.
- All employees must be able to read, write legibly, and communicate clearly in English both in person and on the telephone. Employees must have good oral and written communication skills including the ability to listen, talk, write, type, and otherwise communicate with professionalism and tact. Proper grammar, spelling, and punctuation are expected.
- Basic computer literacy including the ability to type on a computer keyboard, use a computer mouse, and view information on a computer screen is required.
- Must be able to read a street map and give directions to the practice.
- Employees must have the physical strength and ability to lift and carry an object weighing up to 50 pounds without assistance.
- Must be able to work energetically for the entire assigned shift, sometimes exceeding 9 – 10 hours per day. The shift does not end until all duties are completed for the day or until a doctor or other supervisor dismisses the staff. Physical exertion will include repetitive standing, walking, stooping, bending, twisting, and lifting. Must be able to grasp, hold, and manipulate objects varying from small and fine to large and heavy with both hands.
- Employees must be able to safely and competently operate equipment pertinent to carrying out their duties.
- Employees must be able to view physical symptoms or medical problems, read medical instruments, and follow handwritten instructions.
- Employees must be able to respond and quickly react to frequent auditory signals, warnings, or communication from other staff, animals, or medical equipment.
- Receptionists must be able to make independent decisions, recall many facts and figures from memory, and solve complex problems.
- Receptionists must be able to process monetary transactions, count cash and make change, and process financial reports and statements.

## General Job Requirements

- Read and comply with the policies of the Blue Springs Animal Hospital Employee Handbook

- Follow all hospital standard procedures and protocols, both current and future, as contained within the training manuals or as written or communicated by doctors or other supervisory staff
- Carry out all duties in a professional and courteous manner and remain respectful and polite in speech, tone, and actions under all circumstances
- Complete the employee training check lists and participate in performance reviews as requested
- Be teachable and accept performance critiques positively as a means to learn and grow
- Remain flexible and willing to implement new or changing procedures in the future
- Always be in position and ready to work promptly at the start of each scheduled shift
- Employees must be responsible to work the schedule they are assigned. Excessive tardiness or truancy is disruptive to patient care and client service and can not be accommodated for this position.
- Hourly employees must maintain accurate records of time worked by clocking in and out for each shift. Must track hours worked per week and inform a supervisor if extended shifts will result in over time.
- Maintain a groomed and neat professional appearance while at work, including a clean and unwrinkled uniform and a name tag.
- Every staff member is responsible to maintain the cleanliness and sanitary condition of the entire hospital, including the parking lot, side walks, and entries. Trash, urine, feces, blood or other such things should be cleaned and sanitized immediately.
- Employees of a veterinary hospital will encounter stressful situations including but not limited to emotional clients, pet emergencies, and managing multiple priorities at once. All staff members must be able to manage stress in order to carry out the duties of the job in a calm and professional manner.
- Employees will interact with many types of pets and should not be overly fearful of unfamiliar animals. All pets must be treated with kindness and respect at all times.
- Follow OSHA standards and be familiar with Material Data Safety Sheets. Occupational hazards may include but are not limited to animal bite or scratch wounds and exposure to x-rays, anesthetic gases, CO2 Laser, caustic or toxic materials, and zoonotic diseases. Employees must follow all safety guidelines contained in the employee handbook and posted in hazardous areas.
- Remain productive during slow times by seeking additional duties such as cleaning, stocking, or other tasks. Ask your team coordinator or the hospital administrator for ideas.
- Learn and use BSAH language and abbreviations for describing common services
- Be willing to volunteer for various office management tasks or other duties that may be reasonably assigned from time to time
- Run miscellaneous errands if requested by a doctor or supervisor
- Attend staff and team meetings; provide advance written notice to the hospital manager if a meeting will be missed; retrieve and study notes from any missed meetings and ask for clarification if anything from the meeting is unclear
- Train other staff members or new employees in the skills listed on this job description or in the training manual
- Attend continuing education opportunities as requested
- Follow established security protocols including locking and setting the alarm to ensure the safety and security of patients, staff, and the facility.
- Use your own password identification to enter the practice-management software and your own unique initials on all paperwork, treatment sheets, etc to signify your work
- Maintain a pleasant and cooperative attitude toward co-workers. Be willing to help any staff member with a task if requested.
- Maintain confidentiality regarding clients, patients, medical and financial records, and hospital procedures, policies, and protocols.
- Maintain and project a positive attitude about the hospital, clients, patients, and co-workers. Avoid gossiping, condemning, judging, and making negative comments or participating in such discussions. Negative feelings or concerns should be discussed with the team coordinator or Hospital Administrator. Instead of complaining about problems, strive to be part of the solution.

## **Client Education**

- Smile and project a polite, friendly demeanor during all client interactions
- Strive during the course of every client interaction to give a sincere complement or say something nice about them or their pet or children.
- Educate clients about common problems such as fleas, heartworm tests and preventatives, fecal tests and parasites, impacted anal glands, feline leukemia testing and prevention, and common behavior problems such as house training, chewing, etc.
- Explain vaccinations, wellness care, and spay/neuter/declaw recommendations.
- Become reasonably familiar with dog and cat breeds and coat colors. Know and be able to communicate which species of pets are treated by our hospital.
- Be able to communicate and enforce the hospital's payment, held check, care credit, and finance charge policies with poise and tact.

- Give price quotes by explaining the services contained in standard estimates and educating the client about the value of following the recommendations.
- Communicate the information in the new kitten and new puppy handouts.
- Explain and answer questions about proper surgery aftercare.
- Listen actively and convey concern, empathy, and compassion to clients.
- Be patient, polite, and compassionate with a client who is emotional or discourteous.
- Be familiar with responses for client complaints or comments regarding their bill or their service. Immediately remove loudly complaining or angry clients to a private area where they may speak with a supervisor or doctor. Our goal is to listen, communicate, and make the client happy.
- Give progress reports on hospitalized patients as directed by the doctor.
- Know how to access and navigate the Internet to find veterinary websites and access information for clients. (Internet use should be limited to valid professional purposes only during work hours)
- Be familiar with the practice's website and direct clients there for more information on relevant topics or to download forms and estimates
- Convey information in an accurate and professional way between the doctor and the client when the doctor is unavailable to speak with the client directly
- Recognize the limits of your knowledge. If you are not absolutely confident that you know the answer to a client's question, do not answer it. Ask another staff member for help.

## Telephone Skills

- Answer the telephones by the 3<sup>rd</sup> ring in a courteous and friendly manner.
- Phones should be answered "Blue Springs Animal Hospital & Pet Resort. This is \_\_\_\_\_, how may I help you?"
- If a call must be placed on hold, ask for the callers permission: "Can you hold, please?"
- Callers should not be left on hold without checking back with them for more than 2 minutes. The phone will start to beep after the caller has been on hold for 1 minute.
- Smile while answering and talking on the phone to enhance the friendly quality of your voice.
- Use the caller and pet's name in conversations to personalize the interaction
- Learn and be able to efficiently use the telephone system features such as hold, paging, and voice mail. Be able to check messages and program the phones for doctor's hotline and staff meetings
- Become familiar with our products, services, recommendations, and standard estimates in order to convey value when communicating fee estimates to clients or potential clients
- Politely ask the client if they would like to schedule an appointment after giving a fee estimate or if a pet needs to be seen by a doctor
- Schedule appointments for the hospital and pet resort boarding and grooming
- Be able to recognize if a caller has an emergency situation and respond appropriately. If in doubt, ask. Real emergencies should be directed to come to the hospital immediately. Non-emergencies should be scheduled an appointment as soon as possible.
- Callers requesting to speak with a doctor must be politely and professionally identified so they may be properly routed. Learn and follow the procedure for how different types of calls should be handled.
- Staff must always respond positively to any caller who wishes for their pet to be seen. Staff members may not direct callers to the emergency clinic or another hospital due to closing time, a full schedule, etc. Check with the doctor for instructions if the schedule is full or the caller can not arrive prior to closing time.

## Reception

Our goal when a client walks in the door is to WOW them with our friendly, professional service. Constantly be looking for ways to creatively accomplish this goal. The following tasks are the bare minimum in providing good customer service:

- Review the appointment lists for the day in order to greet clients/patients by name
- Smile, make direct eye contact, and greet a client within 5 seconds of their entry into the hospital. If you are on the phone when they enter - smile, make direct eye contact, and wave to let them know you will be with them soon.
- Greet clients by name, acknowledge their pet by name, and make them feel welcome and comfortable.
- Assist clients by holding doors, helping with rambunctious pets or children, and carrying things when needed.
- Assist clients with unruly or unrestrained pets. Ensure that all dogs are leashed and that cats and smaller pets are caged. Isolate aggressive pets. Request assistance as needed.
- Make clients feel welcome by giving them some direction. Offer coffee, invite them to watch playtime or the video, or have a seat and read a magazine or book. Don't leave them looking around for what they are supposed to do next.
- After greeting and assuring the comfort of the client, process paperwork and admit clients for hospital appointments, drop offs, boarding, daycare and grooming.
- Update client/patient files, including name, address, telephone numbers and vaccination and heartworm history
- Provide educational materials to clients and answer common questions regarding pet care and health recommendations as opportunities arise

- Monitor the schedule and keep clients informed of expected waiting time if the doctor is behind schedule.
- Assess emergency situations and bring the pet to a doctor or technician immediately. Assure the client the doctor will treat the pet and then speak with them as soon as possible.
- Recognize patients with contagious or potentially contagious diseases (coughing dogs, sneezing cats, puppies with bad diarrhea) and follow isolation procedures including escorting them immediately to an exam room and having them examined by a doctor prior to admitting them to the hospital or pet resort areas where they may have contact with other pets.
- Review the schedule and be prepared for clients arriving for euthanasia appointments. Greet these clients by name with concern and compassion. Be sensitive about side conversations that are light hearted and may disturb the client. Escort them directly to the comfort room and let the doctor know immediately that they have arrived. Be prepared to assist the doctor with paperwork as directed in order to expedite the euthanasia appointment.
- Invoice services, medications, pet foods, and supplies. Look for opportunities to educate clients regarding our products and services and guide their buying decisions.
- Process and help clients complete CareCredit® applications.
- Carefully note and complete any instructions given by the doctor at the top of an appointment's check in sheet regarding records management, scheduling follow up visits, etc.
- Learn and follow all procedures for discharging a patient from the hospital.
- Total invoices and present charges. Answer client questions regarding fees by going over the itemized charges. If the client has a concern, consult with the doctor who performed the service.
- Collect payments by correctly processing cash, credit card, debit card, check and held check payments. Ensure that checks have proper identifying information and are dated and signed. Match clients' signatures on credit receipts with that on their credit cards or photo identification.
- Provide every clients with a printed receipts of their transactions.
- Sincerely thank clients and tell them we look forward to seeing them again next time.

### **Record Keeping and Office Management Duties**

- Create, update, and maintain computer and paper medical records according to procedure
- Understand the medical record filing system. Become familiar with all the places in the hospital a medical record may be stored in order to retrieve it when needed.
- Accurately file medical records and use appropriate slots and bins assigned to doctors and other areas of the hospital where a file may be placed
- Perform opening and closing procedures and complete daily check lists
- Note and reschedule missed appointments
- Review appointment lists for subsequent days and call to remind clients of appointments
- Maintain computer records and backups
- Keep front desk and reception area neat and clean. Keep reading and educational materials current and orderly. Replace outdated or damaged materials.
- Note and restock supplies in the reception area and add items to the want list as needed.
- Reconcile invoices and money at day-end
- Bank deposits
- Maintain and purge medical records
- Maintain health certificate and rabies certificate files, including sending copies to appropriate government agencies
- Send thank you, sympathy, welcome-to-the-practice cards and pre-appointing cards
- Send reminder notices and recalls. File returned reminders in patient file.
- Handle incoming/outgoing mail and miscellaneous correspondence
- Prepare welcome letters, thank you cards, condolences and other correspondence for doctor's signature
- Monitor returned checks and overdue accounts
- Copy and mail or fax patient records when requested

Employees are expected to act in the best interest of the hospital, even if doing so requires actions or responsibilities not specifically listed in the job description.

The job description is subject to addition, subtraction, or revision by management as needed.

Worker Status for Payroll Over Time Considerations: Non-Exempt

I have read and understand the qualifications and requirements for the job I am accepting as a receptionist at Blue Springs Animal Hospital and Pet Resort. By signing below I testify that I have the educational qualifications and can perform the physical tasks described in the job description. Furthermore, I believe that I have the knowledge, experience, and aptitude to learn and proficiently perform every task listed in the job description.

I understand that the signing of this job description does not in any way create or constitute an employment contract or change my "at will" employment status under Missouri laws.

Date: \_\_\_\_\_ Employee Signature: \_\_\_\_\_