

JOB DESCRIPTION

RECEPTIONIST/CSR



INTRODUCTION

The purpose of this position is to serve as receptionist at the Companion Animal Hospital, to perform record keeping duties, to perform clerical duties related to animal patient care and treatment, and to provide miscellaneous support to the Hospital Manager and healthcare team. These service functions include, but are not limited to, reception (visitor and telephone), maintenance of veterinary medical records, accounts maintenance, cash processing, data entry, word processing and mail service. This position requires a practical knowledge of hospital organization and services, the basic rules and regulations governing visitors and animal patient treatment and a practical knowledge of the standard procedures, veterinary records and terminology used in the hospital.

PRIMARY JOB RESPONSIBILITIES

- Open the practice and set up for the morning as directed.
- Close the practice for the evening as directed.
- Clean and straighten the public areas of the practice including the front desk, reception area, waiting area, office, public bathroom and exam rooms.
- Welcome clients and patients to the practice with a professional, warm and friendly demeanor and provide for their comfort while they are in the practice. This includes greeting clients, offering coffee, showing them to waiting area, etc. Maintain an up-to-date magazine selection in the waiting area.
- Answer incoming telephone calls utilizing proper telephone etiquette. Screen those calls that are handled by other healthcare team members and take care of routine calls. Routine calls include those seeking information about veterinary services. Provide knowledgeable sub-professional advice concerning the care and treatment of animals including questions regarding hospital services, fees, animal care and treatment in accordance with hospital policies. Appropriately direct other questions and communication to a veterinarian, Hospital Manager or other health care team member.
- Prepare to receive appointments by retrieving client records and preparing needed forms in advance of clients' arrival. Complete required forms such as new client form, patient visit form, client report, consent forms, estimates, payment agreements, etc and obtain all necessary information.
- Handle emergency situations by following established clinic policies and procedures in referring clients for immediate treatment of their animals when requests are accompanied by complaints of acute symptoms. Determine nature of injury/illness and attempt to reassure distressed pet owner.
- Follow hospital policies regarding patient admittance. Determine whether immunizations/tests are current. Recommend update of necessary immunizations/tests to clients.
- Notify doctors of patient arrival. Relay all necessary information to the doctors and technicians.
- Discharge patients which includes entering all charges into the computer, reviewing the discharge instructions and medications. Ensure that future reminders are set up in the computer system for the patient.
- Present clients with medications, instructions, new client kits and any other take home items.
- Review the services that were rendered to the pet (verbally itemize the client receipt) and inform client of the total amount due. Assure that clients meet all financial obligations or that acceptable arrangements have been made.
- Accept payments from the client. Accurately process cash, checks, charge card payments and credit account payments. Know fees for routine services.
- Help clients schedule appointments when referred to a specialist, including directions, records and test results to bring and follow up status of patient after specialty care.
- Ensure treatment plans are signed and an emergency number is noted.
- Clean up after patient accidents in the reception area, exam rooms and exterior sidewalks and parking lot.

- Promote practice protocols on wellness and prevention, including ancillary services such as grooming, training, acupuncture, etc.
- Schedule appointments for the hospital after obtaining all necessary data concerning the patient and client. Prepare all required forms such as animal clinical records, health certificates, immunization certificates, lab reports, release forms and euthanasia certificates in advance, if possible.
- Fill veterinary prescriptions with appropriate medication, dispense medications including providing routine instructions to clients concerning prescribed medications.
- Perform over the counter selling of pet foods and supplies. Exercise a technical knowledge of products sold.
- Assist in the updating of client/patient files as needed including name, address, telephone numbers and vaccination and heartworm history
- Retrieve and re-file medical records accurately and promptly.
- Collect lab specimens from pet owner, match patient record to the sample and submit samples to nurse.
- Offer professional compassion and support during difficult situations such as euthanasia
- Perform an end-of-day procedure each evening. This would include reconciling invoices and balancing the cash drawer, running end-of day computer reports, preparing the bank deposit and presenting the reports and deposit information to the Hospital Manager or Medical Director.
- Enter data into the computer system as required. Retrieve and modify stored records. Maintain health certificate and rabies certificate files, including sending copies to appropriate government agencies. Maintain medical records, including Client Communications, as directed.
- Prepare and send client correspondence such as email, fax, reminder cards and letters, thank you letters, sympathy cards and welcome-to-the practice letters/cards. Perform miscellaneous correspondence as needed.
- Send reminder notices to clients for periodic notifications. Make recalls to clients on a timely basis from a call back list.
- Perform a back up of the computer system on a regular basis as directed.
- Perform/oversee the performance of mailing daily business, hospital invoices, statements, taking care of collection accounts, maintaining accounts receivables, mailing accounts payable invoices, inventory control, and performing related tasks.
- As required, enter data into the computer system, retrieve and modify computerized records. The practice management software includes, but is not limited to, such areas as reminder list of patients for periodic notifications, receipt and/or invoicing to update medical/financial records; accounting to include the general ledger, accounts payable, accounts receivable, billing and aging of accounts, income distribution, inventory control, client records, patient records, medical records, time clock; word processing to produce letters for general correspondence and special mailings to clients, etc.
- Perform a variety of clerical duties, receiving, sorting, distributing mail, sending out mailings, cleaning, organizing reception area, type memos, correspondence, reports and other documents. Assist in the ordering, receiving, stocking and distribution of supplies.
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Performs other duties as assigned.

CONTROLS OVER WORK

The Receptionist works under the direct supervision of the receptionist team leader and/or veterinary Hospital Manager or Medical Director who will indicate general assignments, limitations and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor. Completed work is reviewed for technical accuracy and compliance with established procedures.

SKILLS AND KNOWLEDGE

- Possession of strong organizational skills.
- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
- Knowledge of hospital procedures and operating instructions for making appointments, assembling patient medical records, recording test results, relaying information regarding patient's condition, and compiling and submitting data on patients treated.
- Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine to accurately record results of tests and file veterinary medical reports according to alpha, numeric or subject matter headings.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Requires strong client service skills. Personal contacts are with clients and patients affected by a variety of problems, visitors and other healthcare team members. Considerable tact and diplomacy is required. Must accurately relay client's account of the medical complaint(s) for the animal(s) involved to the healthcare team members who will be involved in treating the patient(s).

PHYSICAL EFFORT

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job.

- Frequently position self and move about the reception area to file, use office machinery such as fax machines and computer, and assist clients with merchandise.
- Frequently transports inventory to stock shelves. Frequently handling 30 pounds and occasionally handling 50 pounds.
- Often transports patients to weigh on scales.
- Frequently required to communicate with clients, team members and associates. Must be able to exchange accurate information.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

COMPANION ANIMAL HOSPITAL CORE VALUES

Our team believes in and agrees to **Positivity, Service, Integrity, Communication, and Teamwork** to create a work environment that energizes team members to create value on behalf of our clients and patients.

Positivity – I choose positivity. I am excited about what I do and I will be all in. I will be present and engaged with clients, patients, and team members every day.

Service – I am dedicated to creating an exceptional client experience. I treat clients as partners and advocate for their pets.

Integrity – I am honorable. I respect all living things and I do the right thing when no one is watching.

Communication – I practice direct, honest communication with both clients and team members.

Teamwork – I will work together with my team enhancing each other's strengths and covering each other's weaknesses.

ESSENTIAL FUNCTIONS:

- Professionally administer all phone calls - answering client inquiries in a prompt and friendly manner, scheduling appointments, recording messages.
- Requires strong communication and client service skills. Considerable tact and diplomacy is required. Ability to greet clients in a professional, friendly, hospitable manner - check clients in, discharge patients.
- Collect client fees, record payments, make change, process credit card transactions and run end of day transactions.
- Input data into computer software system.
- Open and close practice.
- Perform a variety of clerical duties, mailings, cleaning, organizing reception area, type memos/emails, correspondence, reports and other documents.
- Ability to multi-task.
- Regular attendance and timeliness are an essential function in order to fulfill the requirements of this position.
- Perform general physical activities that require bending, standing, stooping, moving from room to room, sit, talk, and listen; may be required to walk or stand for long periods of time; will use hands to manipulate, handle, or feel; will reach with hands and arms.
- The employee must be able to occasionally lift and/or move up to 50 pounds.