

Animal Hospital of Pensacola Receptionist Job Description

Job Title: Receptionist
Department: Reception
Reports To: Hospital Manager
FLSA Status: Hourly, Non-exempt
Prepared By: Debbie Hill, CVPM PHR
Prepared Date: July 1, 2004
Approved By: Debbie Hill, Hospital Administrator
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Summary:

The receptionist is the front door to the veterinary practice. Friendly, efficient service from the beginning will set the tone for the client's visit. Animal Hospital of Pensacola's receptionists should be friendly, professional, courteous and able to handle many tasks at once with numerous interruptions while appearing unruffled.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Be prompt to work so that client's may be assured of a timely drop off in the morning and a smooth afternoon transition.
- Perform daily opening procedures, including transferring phone and unlocking doors.
- Prepare client and patient records and consent forms accurately.
- Greet clients and patients immediately in a friendly manner – WITH A SMILE ON YOUR FACE and by name when possible.
- Peruse records to be sure that it is complete before filing.
- Accurately invoice client out after visit and see that follow up appointment is scheduled in the computer.
- Notify technician when client arrives.
- Reconcile period total to actual money at the end of the day, locate differences where indicated and note for manager on daily deposit form.
- Maintain and purge medical records when indicated.
- Dismiss patients and explain doctor instructions to clients as needed.
- Handle telephone calls warmly, without undue delays; with a smile.
- Answer telephone per hospital script, quoting all services included with any charged service.
- Maintain health certificates and rabies certificate files, including sending copies to appropriate government agencies in a timely manner.
- Schedule appointments for maximum efficiency per procedure times chart.
- Collect signed surgery/treatment consent, euthanasia and payment agreement forms.
- Have good working knowledge of the veterinary diets and treats that we recommend.
- Be able and willing to educate the clients about basic pet care issues.
- Attend all pertinent meetings to stay abreast of changes.
- Be sure heartworm and intestinal parasite screens are recorded in patient's files.
- Send thank you, sympathy and "welcome to the practice" cards as indicated.
- Schedule boarding visits with a mind to full capacity and smooth transitions.

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Professional Client Service, Respect for Others

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- Track no shows and call to reschedule.
- Maintain up to date magazine selection in the lobby.
- Call to confirm all scheduled appointments for the following day.
- Accurately file all patient records after visit.
- Update client/patient files, including current name, address, telephone numbers, vaccinations & heartworm testing, & prevention history.
- Present invoices & receive payment with the goal of 100% collections.
- Show calm confidence in explaining payment options to clients.
- Prepare estimates for services and products.
- Clean and prepare exam rooms for next patient.
- Perform daily light cleaning of waiting area, office, exam rooms and public restrooms, including windows and doors.
- Maintain computer records with full and accurate client / patient entries and charges.
- Handle emergency situations as they arise in calm, reasonable manner.
- Perform daily closing tasks, including securing building and set phone to after hours.
- All other duties asked of you to keep the hospital running smoothly and to provide optimal client service and pet care.

This hospital is like a human hospital, in that, things happen here that are confidential. Do not discuss cases with anyone outside of the hospital. Should you see or hear anything that concerns you, please talk to Hospital Management, not to others about your concerns.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High school diploma or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Positive people skills a must.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

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Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Office Equipment Skills:

Must be skilled and comfortable with all standard office machines, including fax, copier, credit card terminal, multi-line phone system, and knowledge of basic trouble shooting.

Computer Skills:

Must be experienced with basic computer and printer tasks and operations. Able to work with Microsoft Word, Excel, and the Internet. Experience with various veterinary software helpful.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Amount of Time Spent on Task

Task	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stand				X
Walk				X
Sit			X	
Use hands to finger, handle, or feel			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl			X	
Talk or hear				X
Taste or smell		X		

The job requires the following lifting requirements and/or exerted force be performed on the job.

Amount of Time Spent on Lifting Amount

Lifting Amount	None	Less than 1/3	1/3 to 2/3	More than 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds			X	
Up to 100 pounds	X (with assistance)			
More than 100 pounds	X (with assistance)			

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust to focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this Job, the employee is frequently exposed to wet and/or humid conditions. The noise level in the work environment is usually loud. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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