

Front Desk – Part –time

Job Duties

- Schedule appointments under direction of Clinic Manager
- Answer all incoming calls professionally and route calls to other staff members in line with the clinic protocols
- Enter client and appointment information into system accurately and consistently
- Prepare patient forms and files ahead of their scheduled appointments for easy access when they arrive
- Maintain the appearance and cleanliness of the waiting room and reception area. Report any required repairs to the appropriate person.
- Re-stock products, office supplies, client education materials, brochures, and other reception area items.
- Straighten break room and supply room regularly
- Notify clinic manager of low inventory levels
- Record complete phone messages on phone system and respond to voicemails.
- Make calls on appointments with reminder of time and requirements
- Copy and mail (or fax) patient records at client request.
- Use the computer software system to accurately and efficiently search for information.
- Collect and organize client documentation and other material related to clinic billing.

Required skills and experience

- Minimum of 2 years' experience as a scheduler / receptionist for a veterinary or medical practice; or similarly hectic business office
- Knowledge of veterinary clinic procedures and terminologies
- Minimum of High School diploma or GED
- Proficient using Microsoft office products – Word, Excel
- Physical fitness to carryout physical activities
- Passionate about animals
- Ability to relate with customers in a friendly and professional manner
- Excellent phone etiquette
- Good temperament to withstand bad behavior from some animals
- Ability to exercise patience with clients
- Exceptional organizational skills to keep work environment tidy and comfortable,
- Ability to work 1 Saturday every other month
- Spanish Language skills a plus