

Receptionist Job Description

The primary job of the receptionist is to exceed our client's expectations while creating a warm and welcoming impression and assuring a safe and healthy environment for staff, client and patients.

In general, a DTLAvets receptionists' duties include, greeting clients, handling the phones, scheduling appointments, admitting and invoicing clients, processing payments, performing end-of-day financial reports and being a liaison between clients and the entire DTLAvets team.

Ultimately, it is the receptionist who represents the professional image of the practice to callers and visitors. As such, they are responsible for creating a good first and last impression on the client. You are the face of DTLAvets, so smile often.

Education Qualifications

- Minimum high school degree or equivalent required.
- Ability to read and write legibly in English to communicate clearly both in person and over the telephone.
- Secondary language skills desired.
- Gives directions to the practice with competence.
- Basic computer literacy, including typing, required. Experience with general office equipment and software such as Microsoft Windows, Word, and Excel desired.

Essential Qualifications

- Customer service background and/or previous veterinary practice experience desired.
- Make common sense decisions and recall many facts and figures.
- Perform multiple tasks simultaneously in a fast-paced environment.
- Able to learn how to recognize a sick patient and triage accordingly.
- Perform physical duties including repetitive standing, walking, bending, twisting, and some lifting up to 30lbs.
- Accurately process monetary transactions and create financial reports and statements.

Reception Duties

- Create and confirm client files in our practice management software and review accuracy of information.
- Review consent forms with clients.
- Admit patients for hospital appointments, procedures, Stay-the-Day and medical boarding.
- Ensure that all dogs are leashed and that cats and smaller pets are caged. Assist clients with unruly or unrestrained pets. Isolate aggressive pets.
- Monitor the schedule and keep clients informed of expected waiting time if the veterinarian is behind schedule.
- Prioritize your duties to maximize client satisfaction and patient health.
- Assess emergency situations and bring those pets to a veterinarian or technician immediately.
- Recognize patients with contagious or potentially contagious diseases (coughing dogs, sneezing cats, puppies with diarrhea) and follow isolation procedures.
- Maintain a clean and sanitary reception area.
- Check the public restroom and clean it as needed.
- Maintain the hosted beverage station for clients.
- Respond to basic questions sent to the practice via email. Handle on-line appointment bookings.

- Perform patient progress calls and record all communications in the medical record, informing doctors or other staff as needed.
- Confirm next day's appointments.
- Review the schedule and be prepared for clients arriving for euthanasia appointments.
- Receive mail and deliveries.
- Maintain office and janitorial supplies.
- Carefully review any discharge instructions and medications dispensed.
- Ensure that the client has scheduled future progress exam visits.
- Create, review and finalize invoices.
- Post payments on finalized invoices.
- Process and help clients complete CareCredit® applications.
- Provide every client with a printed or emailed receipt of their transaction.
- Reconcile invoices with collected payments at the end of the day. Prepare bank deposits.
- Note and reschedule missed appointments.
- Perform opening and closing procedures and complete daily checklists.
- Prepare welcome letters, thank you cards, condolences and other correspondence for the veterinarian's signature.
- Monitor and document returned checks and overdue accounts.
- Prepare patients for referral purposes.

This job description is subject to addition, subtraction or revision by DTLAvets at any time.

Employees are expected to act in the best interest of the practice, even if doing so requires actions or responsibilities not specifically listed in the job description. This job description is subject to addition, subtraction or revision by DTLAvets as needed.

Worker Status for Payroll Overtime Considerations: Non-Exempt

I have read and understand the qualifications and requirements for the job for which I am applying at DTLAvets. 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.

Should I ultimately become employed by DTLAvets, 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 California state law.

Employee Signature: _____ Date: _____