

## VETERINARY RECEPTIONIST JOB DESCRIPTION

The position requires a practical knowledge of the standard procedures and terminology used in an animal hospital.

It requires excellent people skills, a friendly, outgoing demeanor, and the willingness to be a team member. Considerable tact and diplomacy are necessary.

Phone Reception-answering client inquiries, scheduling appointments, recording messages for doctors and staff

Greeting Clients-checking patients in, discharging patients, dispensing medications and prescriptions, invoicing

Data Input- electronic and written medical record system

Receiving Client Payments-posting and recording payments, receiving payment, running end of day transactions

Client Communication-patient updates, appointment reminders, update inquiries

Check hospital email account, fax, and phone messaging, expediting prescription refill requests, appointment requests

General Office Duties-open the practice in the morning, check mail, hospital bills, waiting room cleaning/organization, close the practice at night