



925.443.6000 | 1172 Murrieta Blvd Livermore, CA 94550 | dvph@sbcglobal.net

Receptionist Job Description

The Veterinary Receptionists primary duty is interacting with clients and coordinating communication between doctors, assistants, and the clients. Also to uphold our mission statement: To practice the highest quality medicine, provide and maintain a professional clinical setting to better benefit our clients, patients and to create a stimulating, organized and pleasant work environment. Receptionists must possess good critical thinking and problem solving skills, compassion, a positive attitude, follow-through, and excellent communication. Multitasking, accepting constructive criticism, and continually strive to improve.

Make a good first impression on clients, smile, be professional, and maintain a professional appearance (clothes and attitude.) Set a positive tone, greet clients, and pets warmly, and be attentive to client and pet needs. Identify and work compassionately with clients in various emotional states. Work patiently with distressed, frustrated or disgruntled clients. Be ethical and friendly at all times, even if clients are being difficult.

Opening the hospital before the arrival of the doctor(s), and closing the hospital including but not limited to, performing and preparing deposits and closing accounting paperwork.

Answer and triage phone calls from clients. Schedule appointments, contact no-show, confirm appointments the day prior via phone or the Petdesk app, appointments to reschedule and schedule procedures remind owners to fast patients prior to surgery. Check-in clients. Monitor client flow from check-in to discharge. Process payment transactions. Monitor schedule and flow.

Maintenance of documentation in the electronic medical record including entering all data into computer for clients, scanning faxes, paper forms, etc. into computer. Manage record requests between other hospitals and specialty practices. Relay appropriate information to/from clients to doctors and/or other team members.

Client education: Serve as initial source of information to clients, understand vaccinations, basic lab tests, common diseases, and pet behavior. When in doubt, ask questions.

Assist in cleaning the hospital including keeping reception desk area and lobby clean and sanitary, taking out the trash and recycling daily, and cleaning floors.

Computer skills: Ability to use a Windows based computer system, Microsoft word, email, web search, and other skills needed to effectively use the practice management software program (Avimark).

Perform physical duties including but not limited to: repetitive standing or sitting, walking, bending, twisting, and some lifting up to 50lbs. Must be able to grasp, hold and manipulate objects. Other physical duties include working on a computer/ phone for extended periods of time. Recognize patients with potentially contagious diseases and follow isolation procedures. Be familiar with zoonotic diseases. Attend staff meetings.



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I also understand that as part of my job I will encounter emotional or uncomfortable situations including seriously ill or dying animals, emotionally distressed or irate owners, euthanasia, patients who are in pain, bleeding, have broken bones, exposed body parts, serious odors, or parasitic infestations. On occasion patients may bleed, urinate, defecate, vomit, or secrete other glandular fluids on your person, shoes, or uniform.

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.

Name: _____ Date: _____