

Job Description: Veterinary Receptionist

Overview: As a Veterinary Receptionist you'll play a pivotal role as the first point of contact for clients visiting or contacting the veterinary clinic. Your primary objective will be to provide exceptional customer service while efficiently managing administrative tasks and offering advice on animal health.

Responsibilities:

- **Client Interaction:**
 - Greet clients warmly and assist them with inquiries, appointments, and admissions.
 - Provide advice on over-the-counter medications, supplements, and preventive healthcare products.
- **Appointment Scheduling:**
 - Schedule appointments accurately using the clinic's scheduling system (ProVet).
 - Coordinate appointments to optimise clinic workflow and ensure adequate time for each patient.
 - Send reminder to clients of upcoming appointments and follow-up as necessary.
- **Administrative Duties:**
 - Manage client records and databases, ensuring accuracy and confidentiality.
 - Understand pricing and invoicing and process client payments.
 - Maintain inventory of veterinary products, including medications and supplements, and place orders as needed.
 - Assist with filing, scanning, and organising documents in compliance with regulatory standards.
 - Promote services, products and the Pet Health Care plan.
 - Maintain cleanliness of non-clinical areas.
- **Client Education and Communication:**
 - Offer guidance and advice to clients on various aspects of animal health, nutrition, and preventive care.
 - Communicate test results, treatment plans, and post-care instructions to clients in a clear and empathetic manner.
 - Address client concerns and inquiries with professionalism and empathy, escalating issues to the veterinary team when necessary.

Personal Qualities:

- Previous experience in a veterinary receptionist role or customer service position preferred.
- Excellent communication skills, both verbal and written, with the ability to communicate complex information effectively.
- Strong organisational skills and attention to detail, multitask and prioritise tasks in a fast-paced environment.
- Proficiency in computer skills and familiarity with veterinary practice management software desirable.
- Compassion, empathy, and a genuine interest in animal welfare and client satisfaction.

As a Veterinary Receptionist you'll be integral to ensuring the smooth operation of the veterinary clinic while providing exemplary service to our clients and their pets. Your combination of veterinary industry knowledge and administrative skills will contribute to the overall success and reputation of the practice.

Job Type: Full-time or Part-time (please state your preference)

Pay: From £12.71 per hour

Expected hours: 25 – 40 per week

Benefits:

- Company pension
- Employee discount
- Free parking
- On-site parking

Education:

- GCSE or equivalent (preferred)

Experience:

- Customer service: 2 years (essential)
- Administrative experience: 2 years (preferred)
- Veterinary experience: (preferred)

Language:

- English (essential)

Licence/Certification:

- Driving Licence (preferred)

Work Location: In person on site