1. **Client Relations**

A receptionist has a unique relationship with our clients other positions do not. A receptionist is the first impression a current or potential client sees or hears, and that comes with certain obligations. At all times, a receptionist must maintain a warm & positive, yet professional appearance and demeanor. A receptionist needs to be proficient in all of the hospital's protocols, and able to answer any question a client may have, other than treatment advice. A receptionist must be efficient and effective, able to multi-task, and be a liaison between client and our clinic. Focusing on client satisfaction & client service is required at all times. Whatever a client needs, we provide to the best of our abilities, and the ability to anticipate these needs is paramount. ACS receptionists are required to be up front at all times in order to greet clients immediately, either by phone or in person. Client Relations also includes, but is not limited to: reminders (appointment and surgery) calls, and mail correspondence. It is NOT a receptionist’s role to provide medical or treatment recommendations, but a basic understanding of our policies/procedures is required. Any client calling about a patient (sick, injured, undergoing treatment) or dropping off their pet MUST speak with a technician or vet if they have questions. The education and training of a licensed vet tech or doctor is necessary to ensure correct education, communication, and understanding of their pet's needs.

2. **Administrative Duties**

A receptionist is responsible for all file maintenance & Avimark database. File maintenance requires basic typing skills, a fundamental knowledge of filing, thoroughness and neatness. Receptionists are also in charge of scheduling appointments, surgical procedures, and boarding reservations. All receptionists must learn the hospital's schedule from booking appointments to the number of anesthetic procedures per day, to boarding space in our kennel. Our receptionists must also be proficient in our invoicing procedures. Invoicing clients is primarily a receptionist's responsibility requiring efficiency and accuracy. An eye for detail here helps capture missed charges and ensure correct entries BEFORE the client is checked out.

3. **Animal Care**

A receptionist does NOT participate in the handling/restraint or care of the pets that visit our clinic. During busy times you may be required to bring a pet to the treatment area for another staff member.

4. **Office Maintenance**

A receptionist is responsible for maintaining a clean and clutter-free workspace. A receptionist also keeps the reception area and client restroom clean, well-stocked and aromatic. All other cleaning duties within the hospital are assigned to staff members as needed.

**Example Duties**

1. Make a good first impression, smile, be professional. Get to know our clients.
2. Maintain a professional appearance
3. Be professional, ethical, and friendly at all times, regardless of the client or business of the clinic.
4. Answer phones, send faxes, and transfer mail to Carrie.
5. Make all appointments as needed and confirm them the day prior to the visit.
6. Remind owners of the requirements before their visit or surgery.
7. Direct clients to the website to fill out paperwork or get information on surgeries.
8. Contact no-show appointments to reschedule.
9. Escort clients/pets into exam rooms once your know who to check-in.
10. If clients have been waiting, update them of the situation & offer water, magazines, ect.
11. Enter all client/pet data into Avimark.(scan faxes/paper forms/ect)
12. Serve at initial source of information to clients; make them comfortable and confident in our ability to help them and direct them to the right resource for their needs (vet/tech/ect).
13. Mail/e-mail information to clients.
14. Have a fundamental understanding of vaccines, lab tests, common diseases, & behavior.
15. Know how to properly utilize Avimark, our email system, & other front desk equipment.
16. Verify accuracy of charges, Invoice and take payment correctly through Avimark.
17. Perform day end closeout (per checklist up front)
18. Assist clients as needed to make their visit easier (carry out food, hold pet, get brochures)
19. Maintain cleanliness of the front of the hospital.
20. Pull charts & have them ready for any appointment, drop off, sample submission.
21. Put through refills to be verified and filled by animal care staff (vet/tech/vet assistant)
22. Understand role and duties performed by other staff members.
23. Attend all staff meetings and staff education meetings.
24. When in doubt, ASK! If you are not confident in how to complete a task find someone to assist you.
25. Also strive to improve your skills and make suggestions on how to improve clinic function/protocols
26. Advise those working with a client/patient if there is a special occasion or concern with the clients personally (birthdays, babies, health concerns, travel plans).
27. Perform your tasks completely and consistently in order to support other staff and make the clinic run smoothly.
28. Read, follow and sign the employee manual. Make sure to ask questions if you are unsure about a policy or rule.
29. Work to create a professional but personal relationship with our clients and their pets.