



Trainee Veterinary Receptionist

Principle role

The role of trainee veterinary receptionist is to work under the supervision of the receptionists and senior receptionists. The trainee receptionist will provide assistance and support to the other members of the team to assist with the smooth running of the surgery. As part of the reception team, you will be responsible for the prompt and efficient answering of the telephone and initial greeting of clients. You will be responsible for maintaining high standards of cleanliness and tidiness in reception and front of house area.

Key roles

Trainee receptionists must possess good critical thinking and problem-solving skills, maintain a positive attitude and have excellent communication and team skills. At all times a warm, professional appearance and demeanour whilst displaying an effective liaison between clients and staff. Multitasking and accepting constructive criticism are essential. Punctuality is expected.

Before training is complete trainee receptionists will be expected to be sufficient in all main and daily duties listed below – on the job training will be provided to master these skills, which will be assessed on a monthly basis.

MAIN DUTIES

- Prompt and efficient answering of calls (use this time as an opportunity to make sure all details, contact numbers, addresses & email are up to date)
- Initial greeting of clients on arrival.
- Accurately use the practice management system in order to arrange appointments, register clients and pets, print invoices and record payments.
- Liaise with clients following their appointment, re-book any follow up appointments and ensure payments of invoices before leaving the surgery
- Ensure the smooth running of appointments and admissions for vets and nurses.
- Monitor client flow from check in to discharge.
- Assess the urgency of a pet's condition when booking emergency appointments -with guidance.
- Give advice to pet owners on nurse/vet clinics, cost of treatments, insurance and payments.
- Take excess payments for insured clients and ensure that claim forms are fully completed before the client leaves the practice
- To ethically promote the (VIP) pet health care plan and pet insurance to clients
- Answer basic questions from clients on practice policy, e.g., neutering, vaccinations and pre - op advice.

- Develop preventative health care knowledge to be able to provide advice to clients in line with practice protocols on topics such as flea and worm treatment, vaccination and diet.
- To be familiar with GDPR (general data protection regulations)
- Resolve any complaints or queries received (any concerns speak to your line manager or a senior member of staff)
- General clerical duties including filing, photocopying, emailing and scanning.

DAILY DUTIES

- Make sure works stations are equipped with pens, price list, appointment cards.
- Check other stationary is stocked up i.e., envelopes, paper, VIP leaflets, vaccination cards, insurance leaflets.
- Managing and distributing all incoming and outgoing post.
- Check waiting list to make sure that there are no vets that have appointments that are not in that day. (this also needs to be looked at a day in advance as the vet's rota can change)
- Check ops list- make sure all consent forms are printed for that day and in the afternoon or evening prepare consent forms for the next day.
- Prepare any paper work such as reptile history sheets and microchip registration forms.
- Check visits diary, make sure LA vets are aware of any unallocated calls.
- Fill out the wipe board on what vets are in that day, who is operating and who is consulting. SA and LA vets, on call vets, consulting and kennel nurses.
- Check admin emails throughout the day- forward emails to the correct people/persons or deal with accordingly, once dealt with ensure that they are filed in correct folder. (If unsure speak to a senior)
- Check lab emails throughout the day (there is an SOP on attaching/forwarding lab results)
- Registering microchips
- Scanning of consent forms/microchip registration forms/claim forms to be kept up to on a daily basis.
- Communicate with colleagues any messages, visits that are pending or to be carried over the next person/shift.
- Check for any appointments that may use specialist equipment such as tonopen, or blood pressure monitor (make the nurses aware so they can check the equipment is available).
- Check the repeat prescriptions (if there are any left from the previous day make the vets aware)
- Check basket next to label printer in dispensary to see if any repeat prescriptions need making up.
- Thorough cleaning and disinfecting of the reception area after consultations (keep reception area clean and tidy at all times)
- Frank post (afternoon)
- Send order (this must be sent before 7 o'clock in the evening)
- Put cash in safe at the end of each day.
- Make sure card machines are on charge.
- Set up for next day where possible.
- Inform night staff when leaving so they can lock up also update them on any calls or messages that need handing over.
- All permanent reception staff will be expected to complete the Bronze level & Competent Dispensing award run by the British Veterinary Receptionists Association (these will be funded by the practice)

- All staff need to be aware of the health and safety of yourselves and others around you, if you identify a problem then try to rectify it, if you are concerned then contact a senior member of staff
- All staff to be an active participant in in-house drills and training

This job description does not necessarily cover every task or duty that might be assigned. There may be additional responsibilities assigned as necessary.