



**Langford Veterinary Services
Small Animal Hospital**

Job Description

Job Title: Maternity Cover Receptionist

Reports To: Customer Care Team Leader

Job Purpose:

The post holder will be expected to provide first class customer service and provide secretarial, administrative support to Langford Vets staff and clinicians within the Small Animal Referral Hospital.

The post holder will also be responsible for the smooth and efficient administration of the Small Animal Hospital reception area and its procedures in support of the clinical activities. They will ensure that excellent lines of communication are fostered between referring veterinary surgeons, clients, pet owners, Langford Vets and University staff whilst maintaining a professional, friendly, and welcoming persona.

Principal Accountabilities: These lists are not exhaustive but include the main tasks.

To ensure a friendly and welcoming environment for all our clients and effective and smooth running of all the services. Some of the tasks will include:

1. Front of house reception work

- To meet and greet clients, visitors, students, delivery drivers etc who come to the Small Animal referral hospital.
- To ensure that the reception and waiting room area is maintained in a clean and tidy state, that all magazines are current, the video monitor is on for viewing and that the coffee machine is adequately stocked and cleaned out daily.
- To book in appointments as requested including revisits.
- To take payments and assist clients with insurance form completions.
- To liaise clearly and appropriately with clinicians regarding their clients or visitors.
- To ensure that the appointment diary is kept up to date.
- To ensure that all client information is correct.
- To deal with any problems that arise for all visitors into the reception area.
- To be responsible for the daily cash reconciliation, and secure safekeeping of all monies

2. Telephone answering.

- To receive calls in a pleasant and friendly manner, to deal with each request or redirect where appropriate.
- To take advice calls and forward to the relevant clinician or to take a message and ensure that the request is actioned.
- To take requests for appointments and book as necessary ensuring that each client then receives a welcome pack and that referring veterinary surgeons are informed of the appointment time.
- To contact referring veterinary surgeons and clients as requested.
- To handle a wide range of queries and action as appropriate.

3. Administrative tasks.

- To manage the booking system and ensure all referrals are checked by a clinician and booked in the appropriate slot.
- To manage and maintain the x-ray referral service ensuring that requests are dealt with appropriately and to send out reports within 24 hrs.
- To type up all referral letters, discharge sheets etc as appropriate ensuring that spelling and grammar are correct.
- To monitor the e fax and deal with requests as appropriate.
- To scan documents onto RX works. (Hospital computer system)
- To maintain the equipment within the area (photocopier, fax machine, printer and scanners)
- To order stationery and other relevant items as requested.
- To ensure the website for the SAH and other Langford services is current and holds the correct information.
- To liaise with clients about returning ashes of deceased pets.
- To maintain hospital filing system ensuring paper records are correctly filed and can then be located quickly and easily by staff, as needed.

All staff will be expected to undertake such other appropriate tasks as may be assigned from time to time

Person Specification

The skills, abilities, experience, and knowledge outlined below provide a summary of what is required to carry out this job effectively.

| Criteria | Essential | Desirable |
|--|--------------------------|----------------|
| Relevant experience, Skills and Knowledge <ul style="list-style-type: none"> • Excellent organisational skills • Good numerical and literacy skills • Minimum of 3 years' experience in a customer focused role • Previous experience in a veterinary environment • Advanced word processing skills, including the use of Microsoft Word | Yes Yes Yes | Yes Yes |
| Relevant Qualifications <ul style="list-style-type: none"> • Education to a good GCSE level or equivalent to include English and preferably maths • RSA or Pitman's Advanced Typewriting or Word Processing formal qualification • Relevant training as a telephonist or receptionists | Yes Yes | Yes |
| Communication and Interpersonal Skills <ul style="list-style-type: none"> • Team player • Excellent communication skills • Excellent customer interaction, both verbally and in person • Able to show empathy | Yes Yes Yes Yes | |
| Additional Criteria <ul style="list-style-type: none"> • Be available to cover reception between 08:00 and 18:00 weekdays and 09.00 and 16.00 Saturdays and Sundays. • To have the flexibility to provide emergency cover on occasions. | Yes Yes | |

I understand and agree the principle accountabilities of my job description.

Sign:

Date: