

Langford Veterinary Services

Job Description

Job Title: Office Receptionist/Administrator

Reports To: Diagnostic Laboratories Reception Team Leader

Job Purpose:

A part-time administrative role working in the sample reception Diagnostic Laboratories office. To provide an efficient and effective service for internal and external customers including cat breeders and internal staff.

To assist with Diagnostic Laboratories reception ensuring samples are received appropriately and booked into the appropriate system to allow processing in a timely manner.

Responsibilities

- Receiving posted sample for Cat Genetic analysis
- Enter Genetic PCR requests into appropriate laboratory computer system and generate report/certificates for validation and reporting.
- Raising Cat Genetic Invoices through SAGE
- Assist with enquiries from Cat Genetics clients to ensure that the laboratory provides an appropriate and efficient service to its end users.
- To accurately complete documentation for mailing out swabs for PCR samples to external customers.
- To monitor the Cat Genetics mailbox and to respond accordingly.
- To organise the daily workload to ensure provision of a reliable service.
- To operate all office equipment operations (eg photocopier, fax machine, scanner, and computer.
- Assist Finance department with Cat Genetic account queries.
- Maintain confidentiality of information.
- To write and maintain Standard Operating Procedures and Risk Assessments ensuring they are relevant and up to date.
- To work closely with and communicate effectively with other laboratory staff, clinicians and administrative staff in the Diagnostic Laboratories to ensure provision of an effective service.
- To comply with Health and Safety regulations and risk assessments; also following good laboratory practice and procedures for the safe disposal of hazardous waste.
- To undertake any other duties according to need and as deemed to be appropriate.

Person Specification

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

Relevant experience, skills & knowledge

Essential	Desirable
<ul style="list-style-type: none">• Secretarial and administrative knowledge• Operation of office equipment• Excellent computer skills for processing data and reporting results• Excellent organisational and decision-making skills and attention to detail• Ability to work alone and as part of a team	<ul style="list-style-type: none">• Experience of working in a clinical diagnostic laboratory• Knowledge of LIMS computer systems• Experience in provision of a consumer orientated diagnostic service

Relevant qualifications

Essential	Desirable
<ul style="list-style-type: none">• IT skills qualification• Secretarial/administration qualification	<ul style="list-style-type: none">• Qualification in, or familiarity with accounting packages (eg SAGE)

Communications and interpersonal skills

Essential	Desirable
<ul style="list-style-type: none">• Excellent written & verbal communication skills• Ability to liaise with staff and clients at all levels.• Excellent telephone manner• Accuracy and attention to detail• Eligibility to work in the UK	