



DeZavala-Shavano Veterinary Clinic Client Relations (Receptionist) Job Description

Summary: Give excellent customer service through phone and personal contact. Perform office duties as assigned to help facilitate the proper operation of the clinic, with an emphasis on making the care of patients the highest priority. Multi-tasking is often required to accomplish these goals. Duties include the following:

Patient Care

- Be familiar with clinic services and products, including preventive pet health care.
- Notify clients of services needed for their pet, recommending products and services as appropriate.
- Advise other staff members of special care instructions for a particular pet.
- Check on the progress of an ailing patient when requested by doctor(s).

Housekeeping

- Maintain clean, organized and well-stocked work area.
- Operate and maintain various office equipment--computer, multi-line phone, fax machine, photocopier, postal machine, etc.
- Maintain office supplies.

Office

- Address client questions and concerns; provide price quotes for common services and products.
- Schedule appointments and procedures.
- Prepare files for upcoming appointments. Review patient file for any needed services (vaccinations due, etc.).
- Receive appointments--obtain pet's weight, put in exam room, document reason for visit.
- Create and maintain computer and paper files for clients and patients. Update as needed.
- Prepare invoice for clients and receive payments for services and products.
- Take in and discharge pets; provide clients with discharge information and instructions.
- Review and file patient records.
- Prepare and mail reminder cards, new client packets, referral coupons and other client communications.
- Process vendor coupons.
- Take special food order requests.
- Take and forward messages.
- Accept mail and distribute appropriately.
- Reconcile daily deposits.
- Print reports.
- Make sure cash drawer has appropriate change.
- Keep accounting of client balances; prepare accounts receivable statements.

Miscellaneous

- Be able to carry pets and/or products weighing up to 40# without assistance.
- Assist other staff members as needed.
- Other duties as assigned.