



— JOB DESCRIPTION —

RECEPTIONIST/OFFICE MANAGER

Classification: This is a nonexempt position under the Fair Labor Standards Act (FLSA)

Reporting Structure: Works under the direction of the Practice Owner who determine the scope and type of support services to be furnished and the procedures for accomplishing them. Incumbent recognizes non-routine or unusual situations and refers them to the veterinary practice manager with recommended solutions. Work is reviewed in terms of adequacy of services provided. Guidelines consist of operation instructions and procedures for accomplishing the work specified by the practitioners and practice owner.

Revision Date: 7/25/2019

Receptionist/Office Manager Objectives: The purpose of the Receptionist/Office Manager is to supervise, direct, plan and coordinate a variety of service functions that are principally work-supporting to the Broadway Veterinary Hospital team. These service functions include, but are not limited to, reception (visitor and telephone), maintenance of veterinary medical records, accounts maintenance, cash processing, procurement of administrative supplies and equipment, mail service, typing, and word processing, data transcribing and retailing of sundry veterinary items.

Position type and expected hours of work:

- Full or Part-Time
- 8-hour Shifts Monday – Friday
- Weekend, evening and holiday shifts required
- Overtime may be required

Education and Experience:

- High school diploma or equivalent
- Previous veterinary experience preferred

ESSENTIAL FUNCTIONS:

Clerical

- Process or direct processing of incoming and outgoing communications involving sorting of mail by general subject matter throughout the hospital.
- Oversee/perform over-the-counter selling of specialty merchandise comprised of animal grooming aids and sundry veterinary items. Exercise a technical knowledge of products sold and demonstrate salesmanship abilities. Explain and demonstrate products, answer questions concerning products, client invoices, make change and wrap/bag merchandise.
- Oversees the inventory and purchase of office supplies and forms storeroom, reorders supplies/informs the veterinary practice manager of the need for supplies to maintain pre-determined stock levels.
- Provide or direct the provision of typing, word processing and data transcribing on the assigned computer/word processing unit. Direct retrieval and entry of data; oversee the production and quality of automated data products.

- Review charts of patients being discharged from the hospital for completeness of the information and make new appointments as required. Based on the review of patient information, refer animal records to the practitioner for his determination as to whether a patient is retained in various veterinary medical programs.
- Perform/oversee the performance of posting daily business, posting hospital invoices, mailing statements, taking care of collection accounts, preparing and maintaining payroll and payroll tax records, maintaining accounts receivable file, posting accounts payable invoices, paying accounts payable, filing posted invoices and performing related tasks. Above cited duties and responsibilities are largely accomplished through data entry and retrieval through the computer/word processing center. Utilize/modify programs to meet hospital needs.
- Oversee the preparation, maintenance, and disposition of required veterinary records and other correspondence.
- Establish an inventory control system and manage supply activities.
- Market the practice as necessary to initiate new programs and educate clients of services available.
- Open the practice and set up for the morning as directed.
- Clean and straighten the public areas of the practice including the front desk, reception area, waiting area, office, public bathroom, and exam rooms.
- Schedule appointments, obtaining all necessary data concerning the patient and owner. Prepare all required forms in advance when possible, such as animal clinical records, health certificates, immunization certificates, lab reports, release forms and euthanasia certificates in advance, if possible.
- Prepare to receive appointments by retrieving client records, preparing needed forms in advance of clients' arrival. Complete required forms such as new client form, patient visit form, client report, consent forms, estimates, payment agreements, etc. and obtain all necessary information.
- Notify doctors of patient arrival. Relay all necessary information to the doctors and technicians.
- Discharge patients which include entering all charges into the computer, reviewing the discharge instructions and medications. Ensure that future reminders are set up in the computer system for the patient.
- Accurately process and collect client fees, make change, process credit card transactions, and post and record payments.
- Assist in making the count of the cash drawer and running end of day transactions.
- Assist in the updating of client files; prepare and mail thank you cards and "welcome aboard" cards, reminders. Follow-up with clients when clinic records indicate no recent visits.
- Confirm that each patient has future reminders for preventative care services.
- Retrieve and re-file medical records accurately and promptly.

- Perform a variety of clerical duties, receiving, sorting, distributing mail, sending out mailings, cleaning, organizing reception area, type memos, correspondence, reports, and other documents. Assist in the ordering, receiving, stocking and distribution of supplies.
- Close the practice for the evening as directed

Personnel

- Direct receptionists in their performance of a variety of clerical and public contact duties that facilitate the work of the practitioners, animal health technicians, animal handlers/groomers and the veterinary practice manager who directly or indirectly provide patient care. Oversee the screening and assembly of veterinary records and files for active use, storage or disposal in accordance with established records control schedules.
- Make informal recommendations to the veterinary practice owner concerning such personnel matters as staffing needs, advancement, re-assignments, hours of work or other status changes affecting the receptionists. Direct on-the-job training to develop employee skills, advise employees of performance requirements and their progress in meeting those requirements, discuss corrective measures to improve performance and prepare appraisals. Resolve informal employee complaints, provide a general explanation of nature and basis for hospital personnel policies and procedures; maintain effective employee-management communication.
- Schedule the receptionist department and any other departments as instructed.
- Conduct monthly team meetings in conjunction with management/ownership.
- Assist in developing and maintaining salary schedules and job evaluations for all employees.
- Show unbiased judgment when managing people and make fair and just recommendations in regard to personnel issues and/or disciplinary action.
- Ability to plan and organize all veterinary administration and personnel activities.

Customer Service

- Welcome clients and patients to the practice with a warm and friendly demeanor and provide for their comfort while they are in the practice. This includes greeting clients, offering coffee, showing them to the waiting area, etc. Maintain an up-to-date magazine selection in the waiting area.
- Answer incoming telephone calls utilizing proper telephone etiquette. Screen those calls that are handled by other healthcare team members and take care of routine calls. Routine calls include those seeking information about veterinary services. Offer to send a hospital brochure to any telephone shopper calling the hospital. Provide knowledgeable sub-professional advice concerning the care and treatment of animals including questions regarding hospital services, fees, animal care and treatment in accordance with hospital policies. Appropriately direct other questions and communication to a veterinarian, practice manager or other health care team member.
- Present clients with medications, instructions, new client kits, and any other take-home items.

- Offer/Conduct tours of the practice.
- Review the services that were rendered to the pet (verbally itemize the client receipt) and inform the client of the total amount due. Assure that owners meet all financial obligations or that acceptable arrangements have been made.

Veterinary Policies/Procedures

- Follow hospital policies regarding patient admittance. Determine whether immunizations/tests are current. Recommend update of necessary immunizations/tests to clients.
- Follow established hospital policies and procedures in referring clients for immediate treatment of their pets when requests are accompanied by complaints of acute symptoms. Determine the nature of injury/illness and attempt to reassure distressed pet owners. Determine whether immunizations and/or tests are current. Recommend update of necessary immunizations and/or tests to clients when applicable.
- Fill veterinary prescriptions with appropriate medication; provide routine instructions to owners concerning prescriptions for medications.
- Perform over-the-counter selling of specialty merchandise comprised of pet grooming aids and sundry veterinary items. Exercise technical knowledge of products sold and demonstrate salesmanship abilities. Explain and demonstrate products, answer questions concerning products purchase/ use.
- Collect lab specimens from pet owners, match patient record to the sample and submit samples to the veterinary technician or nurse.
- Discharge patients. Review charts of patients being discharged from the clinic for completeness of information, make new appointments or note changes in patient status as necessary. Enter charges and set up future reminders in the system. Present clients with medications, instruction.

Computer

- As required, enter data into the computer system, retrieve and modify computerized records.
- Use practice management software to create reminder lists, receipt, and invoice, update medical/client records
- Use Word processing software to produce general correspondence or special mailings.

COMPETENCY:

Basic Skills

- Knowledge of hospital procedures for assembling patient records in their required order and sequence and for recording a variety of veterinary practitioners' orders for patient activities, diet, test, and treatments in order to maintain an accurate and permanent report of patient information.
- Strong client service skills.
- Possession of strong organizational skills.

- Ability to effectively use all available resources to provide the best patient care as well as ensure the profitability of the practice.
- Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine to accurately record results of tests and file veterinary medical reports according to alpha, numeric or subject matter headings.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Regular attendance and timeliness are essential to fulfill the requirements of this position.
- Knowledge of hospital procedures and operating instructions for making appointments, assembling patient medical records, recording test results, relaying information regarding patient's condition, and compiling and submitting data on patients treated
- Performs other duties as assigned.
- Ability to multi-task

Communication Skills

- Requires skill in obtaining information from owners to complete records, in giving instructions for scheduling appointments and therapeutic activities and in relaying the practitioners' orders concerning animal care and treatment.
- Ability to communicate well, provide strong leadership and motivation to direct, guide and assist a group of individuals including effectively solving problems, setting performance standards and monitoring performance.
- Strong communication and client service skills. Considerable tact and diplomacy are required. Ability to greet clients in a professional, friendly, hospitable manner.
- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Requires active listening skills, giving full attention to what other people are saying, taking time to understand the points to be made, asking questions as appropriate and not interrupting at inappropriate times.
- Requires telephone conversations
- Requires use of electronic mail
- Requires writing letters and memos
- Requires face-to-face discussions with individuals or team members

Social Skills

- Strong leadership, communication and motivations skills. Has the ability to direct, guide and assist a group of individuals.
- Work well with all employees and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.

- Monitoring/Assessing performance of yourself, other individuals or the practice to make improvements or take corrective action.
- Ability to adjust actions in relation to other's actions
- Teaching others how to perform a task
- Actively looking for ways to help others
- Being aware of others' reactions and understanding why they react as they do.
- Requires dealing with unpleasant, angry or discourteous people

Technical Skills

- Knowledge of computers and relevant software applications including MS Office (Word, Excel, Access) and accounting software.
- Perform routine maintenance on equipment and determine when and what kind of maintenance is needed.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Amount of Time Spent on Task

Task	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stand				X
Walk				X
Sit			X	
Use hands to finger, handle, or feel				X
Climb or balance		X		
Stoop, kneel, crouch, or crawl			X	
Talk or hear				X
Taste or smell				X

The job requires the following lifting requirements and/or exerted force be performed on the job.

Amount of Time Spent on Lifting Amounts

Lifting Amount	None	Less than 1/3	1/3 to 2/3	More than 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 100 pounds		X (with assistance)		
More than 100 pounds		X (with assistance)		

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust to focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

Follow federal and state animal health laws and regulations including OSHA and DEA.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Broadway Veterinary Hospital is an equal opportunity employer. It is the policy of the practice to prohibit discrimination and harassment of any type and to afford equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, age, disability, genetic information, gender identity or expression, or veteran status. The practice will conform to the spirit as well as the letter of all applicable laws and regulations. The practice will take action to employ, advance in employment and treat qualified veterans and disabled veterans without discrimination in all employment practices.

I have read and understand the Receptionist/Office Manager Job Description.

Employee Signature: _____ Date: _____