

**Job Description**

**Job Title:** Well Pet Clinic Receptionist

**Department:** Well Pet Clinic

**Reports to:** Chief Medical Director

**FLSA Status:** Non-Exempt, Full time

**Approval Date:** July 27, 2022

**Position Summary**

The Longmont Humane Society’s Well Pet Clinic Receptionist position is the face of the clinic, sharing information about our services to the community and manages the scheduling, intake, and check-out of patients at the clinic.

Essential Duties and Responsibilities:

* Handle all incoming calls, scheduling appointments and providing veterinary information over the phone to assist clients in making appointments and arriving prepared for those services.
* Open clinic – prepare lobby for patients, prepare cash drawer
* Check clients in/out
* Effectively communicate our services and pricing to clients and the public
* Close clinic – complete reports detailing sales, reconcile cash drawer and prepare deposit
* Job Qualifications:
* At least 1 year of customer service experience
* Experience in the veterinary field or animal welfare preferred
* Experience with computer database systems
* Effective communication, organization, and customer service skills
* Spanish language speaking ability a plus
* Has a positive attitude, is conscientious and shows initiative
* Ability to handle multiple tasks at once in a fast-paced environment

Knowledge, Skills, and Abilities:

* At least 1 year of customer service experience
* Experience in the veterinary field or animal welfare preferred
* Spanish language speaking ability a plus
* Effective communication, organization, and customer service skills
* Enthusiastic, dedicated team player with a positive attitude
* Ability to respectfully communicate with other team members
* Excellent word processing skills and strong working knowledge of Microsoft Office
* Ability to handle multiple tasks at once in a fast-paced environment
* Can work independently with little direction
* Experience with eVetPractice and/or PetPoint a plus

Working Conditions:

* Office and animal shelter environment.
* Potential exposure to high noise levels and zoonotic diseases.
* Occasional lifting of up to 50 pounds.
* Frequent use of computer and telephone.
* Frequent use of chemicals and disinfectant