

Job Description Receptionist

Title

Receptionist

Major Purpose of Job

You are the friendly and welcoming face and first impression for the client and their pets when they arrive at the practice. You are able to provide guidance by keeping yourself fully up-to-speed with the practice services and any additional services available. You are calm, attentive and always focus on the clients' needs.

This is for maternity cover from May 2019.

Hours of Work (Average of 37.5 hours per week)

- Monday 9am-5.30pm
- Tuesday 8.30am-12.30pm
- Wednesday 9am-6.00pm
- Thursday 9am-6.30pm
- Friday 9am-5.30pm
- 1 in 3 Saturdays 9am-3pm (1pm-3pm at our Wirksworth branch)

Salary

£8.50 per hour

Lunch breaks unpaid

Overtime paid at usual hourly rate

Place of work

This role is based at our site in Ashbourne. The Saturday period between 1pm-3pm is based at our Wirksworth. Own transport essential.

Line Manager

Kerry Turner: Client Services and Administration Manager

Main Duties

- Opening and closing the surgery as required
- Meet and greet patients and clients on arrival
- Make sure clients are signed in and colleagues are informed that their clients have arrived
- First point of contact for telephone calls, handle queries, take messages and re-route calls
- Scheduling appointments
- Respond to queries and resolve issues
- Update client records as appropriate
- Dispensing medication (under veterinary direction)
- Selling items available over the counter
- Taking payments from clients
- Keeping reception and waiting room, clean and tidy
- Monitoring waiting room stock and sales and assisting in what is sold front of house
- Process incoming mail addressed to the business and ensuring other mail is received by the correct person
- Promote products/services useful to client/prospective clients such as Pet Care Plan and register clients onto this accordingly
- Ensuring any voucher schemes are distributed and vouchers collected and sent off to be claimed
- In addition to your main duties you will be required to carry out such other duties from time to time as required by the needs of the Practice.
- In rare circumstances, you may be required to travel to other branches to cover reception

Knowledge and Skills Desired

- Excellent communication skills
- Strong organisational skills with the ability to multitask and prioritise
- IT skills
- Basic numeracy & literacy skills
- Accurately follows directions and completes work to a high standard
- Able to work with own initiative
- Able to work under pressure in an often high emotion and busy environment

Benefits

- Annual Leave: 25 days holiday (in hours) plus Bank Holidays- both pro rota
- Company perk package including high street shopping, gym, and cinema discounts
- Sickness: 5 days paid sickness per 12 month period
- Discount on pet products and services within the business