



LINNAEUS

## JOB DESCRIPTION

**JOB TITLE:** RECEPTIONIST

**REPORTING TO:** HEAD RECEPTIONIST/RECEPTION MANAGER

**AREA:** STROUD BRANCH

### Company Profile:

Linnaeus Group is a vibrant, forward-thinking partnership of highly respected veterinary practices across the UK, comprising some of the best clinicians in the profession.

Linnaeus invest in quality practices who put patient care at the heart of everything they do. We are incredibly proud of each and every member of our diverse portfolio, from the UK's most respected small animal referral centres to our selection of high quality first opinion practices.

**Our Vision is:** 'To be recognised as the UK's leading veterinary group, committed to excellence in all that we do, delivered through high quality practices who share a common ethos'.

**Our Values are:** [Leadership with Integrity](#) | [Learning & Innovation](#) | [Lifetime Commitment to Quality Care](#)

### OVERVIEW

The purpose of this position is to serve as a member of the reception team providing an excellent service to our clients and visitors. This will include arranging appointments, keeping accurate records, various clerical duties related to animal patient care and treatment and helping to facilitate accurate communications between clients, veterinary surgeons, our nursing staff and practice manager

Our receptionists should create the image and the first impression of our business, remaining calm, courteous and professional at all times, regardless of a client or visitor's behaviour. Our receptionists should make a positive impression and make clients feel confident in our service as a whole and helps to put them at ease if they are worried or apprehensive.

This position requires a practical knowledge of the practice's organisation and services; the basic rules and regulations governing visitors; dispensing restrictions; basic animal patient treatment; recognition of an emergency; accuracy in transcribing information/messages and a practical knowledge of the standard procedures, veterinary records and terminology used in the practice. Processing insurance claims both for direct payment and on behalf of clients may be a key aspect of this role.

### MAIN PURPOSE & GOALS

- ◆ To be efficient, pleasant, courteous, polite, concerned and helpful to all clients under all conditions at all times. Clients can often be distressed or worried and need extra understanding and empathy from the reception team. If, however, a client becomes abusive or shows signs of violence – always follow the practice procedure for handling this situation.
- ◆ Ensure that the client leaves the practice, where appropriate, with another visit scheduled for their continued pet health care. Specifically, organise a follow-up, recheck, or re-vaccination appointment.
- ◆ Answer the phone promptly and courteously and convert telephone enquiries into appointments where appropriate.
- ◆ Keep reception and the waiting room area tidy and well organised.
- ◆ See that appointments remain on schedule by being totally familiar with times required for different procedures and problems, organising a double appointment if necessary.
- ◆ Follow up, in a concerned manner any missed appointments, (check where necessary with the relevant veterinary surgeon). Records should always be marked if a client fails to keep an appointment.



L I N N A E U S

- ◆ To take, record and pass on messages accurately (and quickly if urgent). Correct use of the message board as appropriate.
- ◆ Promote our services and products.
- ◆ To co-ordinate and ensure a smooth client and pet flow within the practice from the waiting room to payment processing.
- ◆ To work towards the goal of 100% collection of fees for services rendered
- ◆ To process payments accurately and efficiently and allocate against the appropriate invoiced items on the client's record on computer.

#### KEY RESPONSIBILITIES

- ◆ Greet and receive clients and their pets on arrival and then monitor and manage waiting times.
- ◆ Scheduling all appointments efficiently, trying to be flexible around the client and being polite if the client appears to be difficult or inflexible.
- ◆ Issue all new clients with registration forms on arrival and immediately make any necessary corrections to computer records once the forms have been returned to reception
- ◆ Be familiar with the practice website, to guide clients and enquirers through to relevant sections.
- ◆ Complete all paper forms as accurately and fully as possible.
- ◆ Liaise with the nurses regarding admissions and discharges, ensuring that any medication is ready, the invoice has been paid and any further appointments have been arranged (unless the veterinary surgeon concerned is to discharge the pet personally).
- ◆ Ensure you are familiar with all routinely dispensed products regarding nutrition, obesity, worming and flea problems, and check that you have access to relevant information on certain products.
- ◆ Counsel clients with regard to available products and also basic pre and post-operative care where appropriate promote sales where appropriate. For example; ask clients who are here for boosters if they have enough flea supplies/wormers etc. to last until their next visit.
- ◆ Assist the client with any invoice queries to ensure they are clear on what services have been provided and the cost.
- ◆ Provide the client with appropriate 'hand-out' literature for their pet's medical condition, problem, nutrition etc.
- ◆ Deal with requests for help from vets wherever possible.
- ◆ Deal with client complaints according to the practice complaints procedure and escalate to the appropriate person where necessary.
- ◆ Use common sense and sensitivity particularly in cases of euthanasia, terminal illness or severe injury.
- ◆ Handle any complaint tactfully and pleasantly, ascertaining the problem and approaching the appropriate vet, nurse or manager, if necessary, to discuss the issue quietly and resolve for the client.
- ◆ Keep clients informed if they are likely to be kept waiting - why, how long, etc. Explain that other people may seem to be going in before them but this is because they are seeing another vet.
- ◆ Monitor reception room cleanliness and clean if necessary. Tidy the magazines check the client toilets at regular intervals as well as the general area.

**PERSON SPECIFICATION**

<b>SPECIFICATION</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience	A minimum of 12 months' experience dealing with customers in a customer facing role. Confident using the telephone	Reception or Client Care experience Cash handling and till operation Previous experience of working in a veterinary/doctors surgery
Knowledge	IT skills – confident in the use of Word, Excel and Outlook as a minimum	Knowledge of client-based computer system and using a multiple line software-based telephone system
Qualifications	English and Maths GCSE and good general education	Any form of client care qualification. Veterinary receptionist qualification Medical secretary/reception qualification such as AMPSAR IT qualification
Skills & Abilities	Organised with the ability to prioritise duties and multitask when necessary Excellent verbal and written communication skills Sensitivity and flexibility Excellent attention to detail	
Other qualities	Clear speaking voice Of smart appearance Personable and approachable Able to work to set protocols	

**HEALTH & SAFETY**

- Be fully aware of all Health & Safety issues and read all information supplied

**OTHER (if applicable)**

To enquire or apply please send your CV and cover letter via email to Rachel Ford:  
[rachel.ford@asvets.co.uk](mailto:rachel.ford@asvets.co.uk)

Closing date - Friday 14th December.

15<sup>th</sup> May 2019