



JOB POSTING

POSTING DATE: Reposted 4.6.2022 **POSITION:** Front Desk/Receptionist
CLOSING DATE: OPEN UNTIL FILLED **STATUS:** FULL TIME / HOURLY
REQUIRED EXPERIENCE: 1 TO 2 YRS CSR **BASE PAY:** \$14.25/HR

REQUIRED EDUCATION: TRAINING IN AN ANIMAL CARE FACILITY, CUSTOMER SERVICE EXPERIENCE, AND HIGH SCHOOL DIPLOMA OR GED

Job Description

Front Desk reports to Medical Manager. This is an entry level position.

Principal Duties and Responsibilities:

- Works collaboratively with all individuals in the shelter to help serve the public and facilitate the smooth flow of intake, surgery, and wellness clinics.
- Assists in monitoring equipment for proper operation (computers, phones, operating systems, etc.).
- Monitors supply needs and communicate to the Supervisor of what is needed in a timely manner.
- Maintain clean, orderly, and sanitized work area
- Capable of multitasking by working with multiple computer systems while simultaneously assisting the public.
- Ability to make correct changes and follow accounting procedures (run credit card machine, complete end of day reports, make bank deposits, etc).
- Familiarity with basic office skills (i.e. word processing, data entry, internet, Xerox/fax machine, scan/email, filing) plus capability of answering telephones and returning voicemails in a prescribed manner.
- Responsible for learning PetPoint data entry, Acuity appointment reservations, Q-Mobile, and Lightspeed POS.
 - Ensures complete and accurate records exist for all patients, including rabies certificates, go-home paperwork, and medical records
 - Process data entry by reviewing data for deficiencies and resolving discrepancies by using standard procedures
 - Responsible for data entry of animal information upon intake as well as entry of all veterinary and medical treatments and notes
 - Responsible for basic medication calculations, record keeping, and knowledge of all medical protocols
- Provides holiday and weekend coverage as required.
- Performs other duties as required to insure a positive public image and to improve the functioning of this organization as assigned by Supervisor.
- Trains and supervises volunteers and/or medical staff (when working in the office area)
- Must support and demonstrate the agency's core values – Customer Service, Adaptability, Respect, Responsibility and Integrity.
- Provides accurate information and friendly professional customer service to the public and to co-workers in a positive, courteous, truthful and tactful manner. Interacts with all departments cohesively and communicates information effectively
- Other duties as assigned.

Education, Experience, Knowledge, Skills and Abilities

- Client Education
 - Provides accurate information and friendly professional service to the public and to co-workers in a positive, courteous, truthful and tactful manner.
 - Learn and retain the basics of the spay/neuter procedure and is able to communicate pre- and post-op information to owners.
 - Learn and retain the basics of animal wellness (vaccinations, prevention, basic testing) and is able to communicate this information to the public effectively.
 - Must also be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by a veterinarian
 - Will be asked to communicate with the public on a daily basis in a professional manner
 - Physical Requirements
 - Must be able to work standing or sitting for 8 -10 hours
 - Must be able to lift and carry up to 50 pounds repeatedly throughout the day with help
 - Must be able to bend and kneel repeatedly
 - Must be able to see fine detail in a variety of situations
 - Potential for exposure to zoonotic diseases
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- Exposure to high noise levels when in kennel area
- Will be expected to work weekends, holidays, and off hours
- Must be able to work under stressful conditions and work efficiently and effectively under those conditions
- Job may require performance of tasks that involve potential for exposure to blood, body fluids, or tissues, animal and human.
- Technical Requirements
 - Technical proficiency with Mac and PC platforms, as well as Microsoft Office
 - Must be able to answer and respond to multiple phone lines.
 - Work requires the analytical skills to gather and interpret data in job related situations.
 - Type at least 50 wpm.

Additional Duties and Responsibilities

- Assist with fundraising activities and special events as needed.
- Treats all animals humanely, with compassion and concern, both on and off the job and transmits these values to others.
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules and must be willing to report safety violations and potential safety violations to appropriate supervisory or management personnel.

Apply online at SAhumane.org/employment.