



POSITION DESCRIPTION FOR

Veterinary Receptionist

Incumbent:	<i>New Position</i>
Developed by:	<i>S. Richter</i>
Date developed:	<i>30/10/2017</i>
Date last updated:	<i>14/03/2019</i>
Role Overview:	<p>As a Veterinary Receptionist, you are responsible for ensuring efficient operation of the practice through the provision of administrative support. This includes:</p> <ul style="list-style-type: none"> • Managing all functions related to the front reception desk • Acting as the 'face' of the practice and presenting the best possible image of the practice to all clients.
Reporting Relationships:	<i>Head Receptionist, Practice Manager</i>
Supervisory Responsibilities:	<i>NA</i>
Qualifications:	<ul style="list-style-type: none"> • Relevant qualifications or experience in administration
Skills & Experience:	<ul style="list-style-type: none"> • Basic clerical experience and/or reception duties • Proficiency in veterinary administration programs • Strong organisational skills • Effective communication skills • Ability to work in a team environment • Understanding of basic veterinary medical terminology, clinical practice and routines

“Delivering good quality veterinary health care while promoting the human-animal bond.”

Key Scorecard

This provides a high level snapshot of the expected outcomes from this role and the relative importance of each competency. This should be used by the employee on an ongoing basis as a quick reference to determine how he or she is performing in the role.

Key Competency	Relative Weighting
<u>Technical Competencies</u>	
1. Client Liaison	15 %
2. Clerical Duties	10 %
3. Patient Record Management	10 %
4. Manage Appointments	10 %
5. Cleaning	5 %
Subtotal	50 %
<u>Personal Competencies</u>	
1. Interpersonal and Communication Skills	10 %
2. Attention to Detail	10 %
3. Complex Problem Solving	10 %
4. Time Management/Organisation	8 %
5. Versatility	8 %
6. Numeracy	4 %
Subtotal	50 %
Grand Total	100 %

Technical Competencies

These describe the key outcomes that are to be achieved in the role and the precise performance standards against which the performance of the employee will be measured.

No.	Competency Description (Statement of Duties)
1.	<p>Client Liaison</p> <ul style="list-style-type: none"> • Prompt response to clients in accordance with practice protocol • Professionally greet all patients and clients presenting to the practice • Liaise with other stakeholders, e.g. suppliers, colleagues, other veterinary professionals • Sell 'behind the counter' animal care products • Assist with clinic admissions as required
2.	<p>Clerical Duties</p> <ul style="list-style-type: none"> • Collect, distribute and post mail • Banking as required • Process payments • Assist with accounts payable/received • Follow up debtors to ensure accounts are settled on time • Manage travel bookings and expenses • Manage petty cash • Place and monitor orders for stationary supplies, medical equipment and medications as requested • Ensure stock levels are maintained
3.	<p>Patient Record Management</p> <ul style="list-style-type: none"> • Keep patient information updated into practice management system • Maintain patient records as per practice requirements • Transfer/obtain medical records as required
4.	<p>Manage Appointments</p> <ul style="list-style-type: none"> • Manage client bookings/appointments to ensure there are no double bookings or lost appointments as per established practice routines
5.	<p>Cleaning</p> <ul style="list-style-type: none"> • Maintain clinic routines and hygiene • Ensure waiting room remains clean and tidy • Ensure front desk area remains clean and tidy

Personal Competencies

These are the personality traits and characteristics that are considered to be most important in the carrying out of the function and achieving the objectives.

No.	Competency Description (Selection Criteria)
1.	<p>Interpersonal and Communication Skills</p> <ul style="list-style-type: none"> • Written communication – Communicates ideas on complex and sensitive issues clearly in writing, selecting language, tone and format to suit target recipients • Verbal communication – Speaks in a clear succinct manner and tailors language to suit target audience. Able to empathise with the needs of patients and co-workers • Maintains a pleasant tone with all stakeholders • Ability to build rapport with patients and co-workers. • Ability to work as part of a team to achieve shared goals • Ability to resolve conflict with client and co-workers
2.	<p>Attention to Detail</p> <ul style="list-style-type: none"> • Always seeks to provide “finished product” without the need for rework • Takes pride in output • Analyses issues from different viewpoints, to identify hidden problems • Read documents thoroughly
3.	<p>Complex Problem Solving</p> <ul style="list-style-type: none"> • Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. • Exercise discretion and judgement against established criteria
4.	<p>Time Management/Organisation</p> <ul style="list-style-type: none"> • Ability to manage your own time and be respectful of the time of others • Manage time well focusing on completing tasks by due dates • Demonstrates initiative when approaching all aspects of their role
5.	<p>Versatility</p> <ul style="list-style-type: none"> • Able to modify one’s own behavioural style to respond to the needs of others while maintaining one’s own objectives and sense of dignity
6.	<p>Numeracy</p> <p>Sound numeracy skills for performing accounting processes and handling client accounts.</p>