



Job Vacancy: Part-Time Receptionist, Two By Two Veterinary Centre

Contract: Permanent

Hours: 23 hours per week (average)

Shift: 3pm-7pm, Thursdays and Fridays

Location: Two By Two Veterinary Centre, 178-180 Long Lane, Finchley, London N3 2RA

About Two By Two Veterinary Centre

Two By Two Veterinary Centre is an independent veterinary practice in Finchley with modern and spacious facilities. Since its establishment four years ago, we are proud to have built up a loyal community of clients and their pets who are looking for a friendly, caring and individually tailored service that puts pets health and wellbeing first and foremost.

We welcome pets of all shapes and sizes – whether they come with fur, beaks, scales or feathers. We always go that extra mile to give clients and their pets the very best level of support, care and professional advice that animals inevitably need through life.

Join our dynamic, professional team and be part of Two By Two Veterinary Centre's growth.

About the Role

The role of veterinary receptionist is critical to the smooth running of the busy practice and in providing a positive first impression to clients, both on the telephone, via electronic communication and visiting the premises in-person.

Receptionists must possess excellent customer service skills, a good critical thinking and - problem-solving skills, compassion, a positive attitude, followthrough and excellent communication skills. Maintaining a professional appearance and being punctual is expected. You will be working in a team of three receptionists.

Person Specification

You should have prior experience of customer care and be able to use a switchboard telephone system. Computer literacy is required and learning to utilise the functionality of the practice management system is key to this role. You will have a high standard of spoken and written business English and be confident in running the front of house at a veterinary or medically related environment.

You will have a friendly, positive and helpful attitude with the ability to use tact and discretion when working with sensitive issues. You should have the ability to handle pressurised, emotionally charged situations, show initiative and respond positively to change.

Major Responsibilities

You will be responsible for the prompt and efficient answering of the telephone, the initial greeting of clients and booking client appointments on the system.

Other responsibilities include maintaining high standards of cleanliness and tidiness in the reception and front-of-house area including the pet boutique, over the counter payments and sales, mailings, computer operation.

You will also be responsible for filing.

Receptionists will assume the responsibility for acquiring the medical and legal information necessary for the performance of their duties.

Core Duties

- Provide excellent customer care to current and prospective clients, working patiently and compassionately.
- Be the initial employee to address and attempt to resolve customer enquiries and complaints
- Answer and triage phone calls from clients
- Client call-backs and emails in a timely fashion
- Filter unsolicited cold calls from sales businesses
- Open mail, package and post outgoing mail in a timely manner
- Contact no-show appointments to reschedule
- Process payment for services and enter into the client record
- Perform day-end financial procedures
- Schedule appointments and schedule procedures
- Setup new client records and check-in clients
- Managing record requests between other veterinary practices
- Serve as initial source of information to clients
- Generate and verify the accuracy of generated invoices
- Relay appropriate information to/from clients to veterinary surgeons/nurses and/or management
- Generate repeat prescription requests
- Sign clients up to monthly pet plan

Other Duties

- Taking out the non-clinical waste bins and recycling from consultation rooms, kitchen and reception areas to the outdoors collection bins
- Know how to use Microsoft Windows-based computer software
- Willingness to promote the practice by attending public events
- Remind owners to fast patients prior to surgery
- Maintain proper documentation in the electronic medical record. Scan hardcopy documents and attach these where appropriate
- Be environmentally sound when possible
- To provide advice to clients on retail products and advise clients on their suitability
- Take digital photos of client's pets and attach them to the computer record
- To understand and always adhere to Health & Safety protocols and assist with maintaining a Covid-secure environment

Knowledge And Skills

- Computer literacy
- Previous experience in a busy veterinary or medical reception
- Knowledge of veterinary clinic procedures and terminologies
- Excellent customer service skills
- Highly organised with an ability to prioritise
- Relevant qualifications an advantage

Training

- Training will be provided to cover
 - o Using the practice management system
 - o Practice protocols
 - o Stocked pet care, non-medicated products
 - o Health & Safety to include radiation safety and Covid-19
- Attendance at relevant in-house training sessions. CPD is encouraged
- Attendance at appropriate training courses which will enhance skills and personal development, and which can be reasonably expected from an employee

This job description does not necessarily cover every task or duty that might be assigned. There may be additional responsibilities assigned as the needs of the business dictate. Subject to a three-month probation period.

Benefits

Salary: £10.75 per hour

Discounts on care for your pets

Apply now!

To apply, please send your CV and covering letter, explaining how you meet the criteria required for the receptionist role and are a suitable candidate to enquiries@twobytwovets.co.uk.