



## **Job Vacancies: Part-Time Receptionists, Two By Two Veterinary Centre**

**Contract:** Permanent

**Shift:** **Vacancy 1:** 8:30am-2pm Monday to Friday  
1 in 4 Sunday rota 10am-2pm  
26 hours per week

**Vacancy 2:** 2pm-7pm Monday to Friday  
1 in 4 Sunday rota 10am-2pm  
24 hours per week

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

**Closing date for applications:** Monday 18 July 2021

### **About Two By Two Veterinary Centre**

Two By Two Veterinary Centre is an independent small animal veterinary practice in Finchley with modern and spacious facilities. Since its establishment five 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. You will be part of the four-person Reception team and part of maintaining our excellent reputation in the community.

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, daily attendance and punctuality is critical to this role.

### **Person Specification**

Ideally you will be an experienced receptionist in a professional environment. You should have prior experience of customer care and competent in using a switchboard telephone system. *Good 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. Of course you must love all animals!

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, 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.

This role will also involve administration related to insurance claim processing, clinical record management and general 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 products and enter into the client record
- Schedule appointments and procedures
- Setup new client records
- Check-in clients electronically
- Manage client 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
- Administrative duties including pet insurance claims
- Cleaning

### **Other Duties**

Other duties may include:

- Taking out the non-clinical waste bins and recycling from consultation rooms, kitchen and reception areas to the outdoors collection bins
- Using computer software
- Take digital photos of client's pets and attach them to the computer record
- 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 non-prescription items available for sale and advise clients on their suitability
- Organising meetings and setting up/clearing away
- To understand and always adhere to Health & Safety protocols and assist with maintaining a Covid-secure environment

### **Knowledge And Skills**

- High level of computer literacy
- Previous experience in a busy veterinary or medical reception
- Knowledge of veterinary clinic procedures and terminologies preferable
- Excellent customer service skills
- Highly organised with an ability to prioritise
- Ability to use own initiative
- 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.
- 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: £11.05 per hour  
 20 days holiday plus 8 bank holidays (pro rata)  
 NEST Pension  
 Discount on pet services and products.

### **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 [saskya.monchar@twobytwovets.co.uk](mailto:saskya.monchar@twobytwovets.co.uk).

Include your full name and contact details at the top of your CV.

Deadline for applications: 18 July 2021.

We will respond to applicants who we would like to progress with.