



Job Vacancy

Veterinary Receptionist, Two By Two Veterinary Centre, Finchley Branch

Contract: Permanent, Full Time

Hours: 9am-5pm Monday-Friday, 1 hour lunchbreak
10am-2pm Sunday (1 in 4), with 4 hours time off in lieu during the week
No Saturdays, no Bank Holidays, no out of hours

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

Salary range: £23,100-£24,651

About Two By Two Veterinary Centre

Two By Two Veterinary Centre is a popular and busy independent veterinary practice in Finchley with modern and spacious facilities. Since its establishment in 2017, 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. In 2025 we opened our Alexandra Palace branch.

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 and friendly, 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 on the telephone, via electronic communication and our app, and visiting the premises in-person. You will establish and maintain good communication and relationships with clients, staff, and business to business.

Receptionists must possess excellent customer service skills, a good critical thinking and - problem-solving skills, compassion, a positive attitude, followthrough and excellent communication skills. The role will involve advising on and selling our products and services, maintaining the diary online, and taking payments. Maintaining a professional appearance and being punctual is expected. You will be working in a team of receptionists.

Person Specification

You should have at least 6 months' prior experience of customer care in a veterinary environment and be able to use a 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.

You will have a friendly, positive and helpful manner 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.

You will be looking for a permanent role, and be able to work the specified shifts in Finchley.

Major Responsibilities

You will be responsible for the prompt and efficient answering of the telephone, responding to emails and phone messages, using our app to engage with clients, the initial greeting of clients and their pets and registering clients and booking 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
- Communicate with clients via PetsApp
- 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
- Taking deposits and process payment for services and enter into the client record
- Be one of the team performing day-end financial procedures
- Schedule appointments and schedule procedures
- Setup new client records and check-in clients with iPad
- 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 and insurance policies
- Keep reception area and waiting room clean and tidy daily (mop & Hoover & clean desk area, be on rota for kitchen and bathroom areas)

Other Duties

- Taking out the non-clinical waste bins and recycling from consultation rooms, kitchen and reception areas to the outdoors collection bins
- Use computer software
- 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 where possible and attach them to the computer record
- Setting up and clearing away meetings, and providing drinks to attendees
- To understand and always adhere to Health & Safety protocols and assist with maintaining a Covid-secure environment
- You may be required to occasionally work at Alexandra Palace to cover staff leave

Knowledge And Skills

- Computer literacy
- Previous experience in a busy veterinary environment or medical reception or similar
- Knowledge of veterinary clinic procedures and terminologies advantageous
- 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
 - o Insurance
- 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 range: £23,100 - £24,651

Nest Pension

21 days annual leave plus 8 days bank holiday

Day off on birthday

BUPA Employee Assistance Programme

No OOH or Saturday shifts

Discount on care for your pets

Apply now!

To apply, please send your CV to enquiries@twobytwovets.co.uk for the attention of Saskya Monchar.

Please include your name, contact tel and email, and area where you live as it must be within reasonable commutable distance, as well as details of qualifications and work record on your CV.

Thank you for your interest in this role. We will respond to candidates who we would like to progress with. Two references from most recent employers will be requested from the successful candidate. Applicants may be considered immediately upon application.

Deadline for applications: 3 April 2025 at 5pm.