

Receptionist

Brief Job Description

Location: Beccles, Loddon, Poringland, Kessingland, Norwich and Mulbarton

Main Purpose of Role: To be the first point of contact for clients and the general public both on the Telephone and in person. Providing a professional and knowledgeable impression to promote the Practice and give confidence to our clients.

Duties:

Perform administrative and reception duties to include:

- booking, cancelling and changing appointments
- receiving cash/card payments
- handle insurance claims and instalment queries
- deal with cash exchanges and end of day banking procedures
- attend reception team meetings as and when requested
- dispense medications/prescriptions
- keep client/patient records up to date
- check clinic emails and process appropriately
- liaise with charities regarding collection boxes
- ensure all daily paperwork completed (lab reports, consent forms, vaccination paperwork etc.)
- client information and all counter sale products are well stocked and clean
- maintain stock levels on a daily basis (food or special orders for the surgery or clients)
- keep puppy/new client packs made up and in stock
- ensure change available in till for next working day
- maintain effective debt control
- deal with and organise incoming and outgoing post
- all messages to be recorded legibly and in full, including pet and client's name, address, contact number and problem, and passed on to the relevant person
- fill out consent forms ready for next day surgeries
- send out correct booster/wormer and flea reminders
- fill out paperwork for Pet Healthcare Plan/ 4 week free insurance
- send out debt letters
- Any other duties requested by the Reception Manager, Principals, Associate Vets and Support Staff.