**SPCA Albrecht Center for Animal Welfare**

**JOB DESCRIPTION**

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| Job Title: | Receptionist |
| Department: | Veterinary Care Center |
| Reports to (Title): | Practice Manager |
| Supervises (Title): | N/A |
| Working Relationships: | Practice Manager, Veterinarians, Vet Techs, Vet Assistants, Receptionists, Veterinary Externs, Shelter Staff, Clients |
| Status: | Non-exempt, part-time |
| Schedule: | Tuesdays, Thursdays, Fridays 12:00-3:00pm and Saturdays 8:00am – 1:00pm |
| Job Location: | SPCA Albrecht Center  |
| Job Summary: | Perform front desk reception, customer service in person and via phone, administrative duties including: checking in and out clients, daily and monthly reports, monitoring compliance of mandatory adoption “bring backs” for vaccination and/or spay/neuter surgery, appointment scheduling, money handling including cash, checks and credit card processing.  |
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| Key Responsibilities: | * Perform a variety of front desk reception duties such as greeting customers and volunteers, selling products, answering phones, answering customer questions and providing a variety of information to the public. Retrieve, reply, and properly route calls from voice mail.
* Perform a variety of administrative duties including filing surgery forms, maintaining microchip registration records; generate daily and monthly reports, and invoicing. Schedule appointments. Monitor compliance of mandatory adoption “bring backs” for vaccination and/or spay/neuter surgery.
* Demonstrate courteous and friendly manner at all times towards customers, co-workers and volunteers. Provide accurate information in a clear and concise manner.
* Serve as cashier for all supplies, products, and services sold to customers.
* Prepare and print Daily Account Balance Report and bank deposit.
* Maintain neatness and cleanliness of lobby.
* Restock lobby with product/supplies that are for sale to the public.
* Perform any other duties assigned.
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| Qualifications: | * General office experience,
* Exceptional customer service skills,
* Ability to learn the Avimark software program,
* Excellent communication skills,
* Ability to work in a team atmosphere in a constantly changing environment,
* Working knowledge of Windows based computers, and
* Ability to use copy and fax machines.
* Veterinary terminology knowledge a plus.
* Must not be allergic to animals or latex.
* Ability to sit for extended periods of time.
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| Additional Information: | **Work Environment:**Small animal hospital, work in front and infrequently back of hospital, heavy level of client and animal interaction, possible exposure to x-rays and anesthetic gases with proper protective measures. Potential for exposure to zoonotic diseases and possible hazardous materials.*\* This job description does not state or imply that these are the only duties to be performed by the employee occupying the position. Employees are required to follow other job-related instructions and to perform job-related duties as assigned or requested by their supervisor.* *\*We want to make employees aware that from time to time we do humanely euthanize animals that are sick or injured beyond our capacity for treatment. Also, we may find it necessary to humanely euthanize the life of an animal who has displayed aggressive tendencies and who poses a risk to public safety or to the safety of other animals.* |