

## Job Description

<b>Job Title</b>	Receptionist
<b>Department</b>	Reception
<b>Location</b>	Berwick
<b>Responsible to</b>	Reception Team Leader
<b>Responsible for</b>	No Line Management Responsibility
<b>Date Job Description agreed</b>	14/12/2020

### Purpose of Post

To provide a professional, efficient and friendly front of house service to all members of the public who seek to use Galedin Veterinary Services.

### Summary of Responsibilities

To undertake reception duties and carry out registration of our clients arriving at the surgery using a computerised system.

To answer all enquiries in person, by phone and on email and redirect those of a technical nature to an appropriate member of staff.

To accurately update and implement changes to client records when required.

To make appointments for large and small animals to maximise the use of veterinary time.

To resolve queries and complaints where possible or pass on to an appropriate member of staff.

To identify and prioritise emergency cases using basic triage.

To take and record payments.

To promote the image of Galedin Vets, through high personal and work standards.

To assist with the cleanliness and infection control as needed in the reception area.

To be familiar with GDPR policies in the workplace.

## PERSON SPECIFICATION

**Please find below the key skills, knowledge and experience which are requirements for this post. The following is used to short list candidates, therefore, please ensure you meet the criteria and demonstrate them within your CV and covering letter.**

### **1. Essential technical skills / professional qualifications / relevant education and training**

Educated to a minimum of GCSE or equivalent in English & Mathematics.

Good communication skills; written & oral.

IT & keyboard skills and ability to adapt to software, preferably with previous training & qualification or previous experience.

Have a friendly, welcoming manner, be a people person who can be empathetic and listen to our clients.

Have the ability to work as part of a team or alone.

### **2. Essential knowledge and experience**

Able to demonstrate excellent customer service & interpersonal skills.

The ability to demonstrate excellent phone skills.

Practical experience of working with others or as part of a team.

Dealing with difficult customer situations/ handling complaints in a calm manner and resolving these.

Experience of practical problem solving & multi tasking.

The ability to follow procedures & multi tasking.

Able to plan and organise workload efficiently.

Money handling skills and experience of handling a high level of incoming calls

### **3. Desirable knowledge and experience**

Previous experience in a busy reception customer facing role with multiple demands.

Understanding of a veterinary reception environment, including vet specific IT & knowledge of animals.

### **4. Other relevant information, for example working hours**

Position is a fixed term contract lasting 12 months. Rate of pay is £9 per hour.

Working 18 hours per week. No set working days as the position requires the successful applicant to be flexible with the set reception rota.

Position requires the successful applicant to be fully flexible with additional hours as and when the need arises (for example holidays or sickness.)

May be required to cover reception at other surgeries if the need arises.

Able to provide Saturday cover & holiday cover when required.

Able to attend internal meetings as appropriate, including outside of normal working hours when required.

Lone working may be required.

Job ref: 021120Galedin