

Job Description

Job Title	Administrator
Department	Business Services
Location	Galashiels
Responsible to	Deputy Practice Manager (West)
Responsible for	No Line Management Responsibility
Date Job Description agreed	01/10/2021

Purpose of Post
<p>To provide effective support to the practice and the practice team. To work alongside Deputy Practice Manager and assist with daily administration office duties. To help with the collection of finance and the resolution of account queries for the business. To build and maintain close links with all customers, ensuring smooth running of accounts.</p>
Summary of Responsibilities
<p>Overseeing and managing Practice Health Plan administration.</p> <p>Continually reviewing and improving processes.</p> <p>Organising client information packs.</p> <p>Daily maintenance and administration of the PMS diaries.</p> <p>Covering reception as needed.</p> <p>Preparing statements, client status reports and other relevant information as required.</p> <p>Ensuring timely payment of debts & following up payments as needed.</p> <p>Negotiating repayment plans, and re-negotiating these if required.</p>

Resolving queries & complaints both internally and externally around payments and outstanding invoices.

Processing payments and reconciliation of invoices.

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

Any other duties required to assist the Practice and the Practice Manager.

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.
- Have excellent communication skills; written & oral.
- Have a proven successful track record in credit control and effective account management.
- Have a high level of competence in Microsoft Office products such as Excel and also experience in using accounting software programmes.
- Have excellent analytical skills, with the ability to create and process financial spreadsheets.
- Have excellent negotiation & conflict resolution skills.
- Have the ability to work as part of a team or alone. Able to work and stay calm under pressure, whilst still maintaining high standards.
- Determined and committed to high quality standards.

2. Essential knowledge and experience

- Have an extensive practical experience in credit control and debt collection.
- Have the ability to maintain a calm & confident manner at all times when handling uncomfortable or tense conversations.
- To be highly familiar with GDPR policies in the workplace.

- Have practical experience in customer account maintenance such as resolving queries and complaints in a timely manner.
- Have the ability to establish and maintain solid working relationships, both internally and externally at all levels.

3. Desirable knowledge and experience

- Knowledge of the workings of the Veterinary Industry.
- Knowledge of accounting software used within the Veterinary Industry.
- A base knowledge of credit control rules & regulations as laid out by the FCA.

4. Other relevant information, for example working hours

Position is permanent, working 38 hours per week (Monday – Friday).

Rate of pay is negotiable based on experience.