



Job Description – Receptionist/Client Services

Starting salary range: \$13.50 - 15.50 per hour plus benefits

General Summary of Duties: The Receptionist's main responsibility is to provide exceptional client service while maintaining a smooth and efficient flow of clients and patients through the hospital. More specifically, the Receptionist is responsible for greeting clients, determining the needs of the clients and patients, providing relevant information regarding services, and completing the check-in and check-out processes.

Job Duties and Responsibilities:

- *Follows time clock procedures for clocking in and out at the start and end of each shift
- *Reports to work on time for each shift
- *Ensures the front office area and reception area is clean and tidy, maintaining a professional appearance at all times
- *Restocks office supplies, educational materials, brochures, and retail products as needed
- *Assists the Hospital Manager with special projects during slow times
- *Greet clients professionally in person and on the telephone
- *Completes client check-ins, check-outs and provides all necessary documentation forms, instructions, educational materials, etc.
- *Educates clients on products and services; responds to routine medical care questions in person and over the phone
- *Takes incoming calls and schedules client appointments; schedules follow-up medical progress exams and/or appointments for additional healthcare as directed by a veterinarian
- *Contacts clients with scheduled outpatient or pre-surgery appointments to remind them of the time and appointment requirements
- *Prepares welcome letters, thank you letters, condolence cards, and other correspondence for the veterinarians and practice manager
- *Displays compassion and empathy with emotional and/or grieving clients
- *Explains cost estimates and prepares client invoices while informing clients of credit policies and any outstanding balances

- *Enters charges accurately into Cornerstone using appropriate codes
- *Assists clients in applying for CareCredit or other third party payment plan; creates repayment plans for clients with the help of the Client Services Manager or Practice Manager
- *Collects client payments
- *Reconciles cash drawer and deposits funds daily
- *Closes out and records credit card and Care Credit receipts daily
- *Prints daily and monthly computer reports and reconciliations

Job Expectations:

- *Must possess strong client service and interpersonal skills, including proper telephone etiquette
- *Must possess basic computer skills (Microsoft Office, email, and Cornerstone experience preferred) as well as strong typing skills
- *Must be professional and courteous, displaying a positive attitude at all times
- *Must have an ability to be flexible and a willingness to learn
- *Must have attention to detail and display strong time management / organizational skills
- *Must adhere to hospital procedures and protocols
- *Must work well in a team environment
- *Must be able to remain calm under pressure
- *Must be a self-starter and able to work with minimal supervision
- *Must be able to stand for long periods of time

Education/Experience:

- *High school degree; Bachelor's degree a plus
- *Prior client service experience in related area preferred but not required

Equal Employment Opportunity

It is the policy of the company to afford equal opportunities to all applicants and employees regardless of race, color, religion, sex, national origin, age, non-disqualifying disability or status as a disabled or Vietnam-era veteran.