

Job Description - Full-time Receptionist

1. Core purpose

What is the purpose of my role?

To be part of a trusted team providing healthcare to pets.

To educate and inform pet owners allowing them to make the correct decisions for the benefit of both their pet and themselves.

4. Key partners

The key partners in my job

The Head receptionist and team lead.

Reception team

Vets and nursing team

7. Engagement & communication channels

The methods of engaging and communicating with others (internally and externally)

Excellent verbal communication skills are essential.

To have a basic understanding and grasp of modern technology.

2. Key activities

The critical activities of my job

Meet and greet clients

dealing with owner's questions, including triage

Answer telephone calls, respond to emails and PetsApp

Booking appointments and taking payments

Dispensing medications

Other administrative duties

5. Key customers

The key benefactors of my role

Pet owners

Other team members

The Practice

8. Strengths, skills & competencies

The strengths, skills and competencies required

To be personable and outgoing with a fun demeanor.

To have excellent communication skills with both clients and team members

To be empathetic and understanding.

3. Key resources

The systems, people and documents which are critical to the successful delivery of my role

Head Receptionist for training and guidance

Management team

Formal training and development in the role.

6. Customer relationships, service and delivery

The quality of relationships and standard of delivery

To provide a friendly but professional customer experience.

To be approachable to both team members and pet owners alike.

9. Key deliverables and how you capture Value

How key outputs and overall performance is recognised

Regular informal catchups

Monthly 1:1 with Head receptionist.

Annual Personal Development Plans

Completion of set training modules.