

Appointment Scheduler – Veterinary Clinic – Part-Time Position

Job Description

Love animals? So do we! In this part-time position, you will book appointments and greet clients in our reception area. And while we do veterinary work, it's just spay/neuter so there are no sad days!! On rescue day you get to meet all the pet's that are on their way to new homes.

Job Duties

- Schedule appointments under the direction of Program Manager
- Answer all incoming calls professionally and route calls to other staff members in line with the clinic protocols
- Enter client and appointment information into system accurately and consistently
- Prepare patient forms and files ahead of their scheduled appointments for easy access when they arrive
- Maintain the appearance and cleanliness of the lobby, reception area and front exterior entrance area.
- Report any required repairs to the appropriate person
- Re-stock products, office supplies, client education materials, brochures and other reception area items
- Straighten IT/supply room regularly
- Notify manager of low inventory levels
- Record complete phone messages on phone system and respond to voicemails
- Respond to emails and make appointments using email
- Copy, fax or mail patient records at client request
- Use the computer software system to accurately and efficiently search for information
- Collect and organize client documentation and other material related to clinic billing
- Check-in clients for appointments
- Discharge of clients

Required skills and experience

- Minimum of 2 years' experience as a scheduler/receptionist for a veterinary or medical practice; or similarly hectic business office
- Knowledge of veterinary clinic procedures and terminologies
- Minimum of High School diploma or GED
- Proficient using Microsoft Office products – Word, Excel
- Physical fitness to carry out physical activities
- Passionate about animals
- Ability to relate with customers in a friendly and professional manner
- Excellent phone etiquette
- Good temperament to withstand bad behavior from some animals
- Ability to exercise patience with clients
- Exceptional organizational skills to keep the work environment tidy and comfortable,
- Ability to work 1-2 Saturdays every month.
- Spanish Language skills a plus

Job Type: Part-time

Salary: \$10.00 to \$11.00 /hour

Email cover letter and resume to: Shannon@arcsrq.org