

Position: **Receptionist/Customer Service Specialist**

Description of Duties:

- Greeting/communicating with clients in a friendly and professional manner
- Answering phones/transferring calls and using the intercom system
- Learning how to efficiently navigate the veterinary software
 - Making appointments
 - Checking clients in for their appointments/reservations
 - Checking clients out
- Taking prescription orders
- Filling prescriptions
- Stepping in for/assisting other receptionists
- Accounts receivable/collecting money
- Assisting clients with questions
- Communicating information accurately from one person to another
- Reconciling the drawer at the middle/end of the day
- Multitasking several of the above duties

Required Skills:

- Customer service, 2+ years
- Basic computer knowledge (typing, email, website/software navigation)
- Ability to work on feet for 8-10 hours
- Ability to lift up to 50 lbs.

Preferred Experience:

- Previous experience in the animal care field