



Tony La Russa's
**Animal
Rescue
Foundation**

Job Title: Veterinary Clinic Receptionist
Reports to: Veterinary Clinic Supervisor
Department: Veterinary Clinic
FLSA Classification: Non-Exempt
Updated: September 2018

Core Values

- Open
- Driven
- Educator's Spirit

Strategic Anchors

- Save Lives
- Inspire Learning
- Connect Hearts

Position Summary:

The Veterinary Clinic Receptionist provides high-quality client services in-person and by email and telephone for the Veterinary Clinic. This position is responsible for facilitating the administrative and customer service needs of the internal staff and the general public.

Principal Duties:

- Admit and release animals from the department in a responsive, courteous and tactful manner and inform the client of any pertinent medical information on the animal's care. Invoice clients upon release of the animals.
- Answers email, telephone, listens to voice mail/records messages, returns calls.
- Schedules appointments for Emergency Medical Fund[®] (EMF) clients, foster families, and public spay/neuter appointments.
- Data entry of treatments done for ARF shelter guests, EMF, Cat Partner and spay/neuter clients which includes understanding ARF's preventative vaccine and de-worming protocols, updating reminders for shelter guests, invoicing all treatments and procedures and being able to summarize medical findings written by the staff veterinarians in veterinary software.
- Invoices and receives money from EMF and public spay/neuter clients, reconciles clinic receipts from EMF, public spay/neuter and over the counter food sales.
- Accurately records treatments and tests in the medical records and veterinary software.
- Fills prescriptions for ARF shelter guests, EMF program clients, and public spay/neuter clients. Must be able to understand and comply with protocols for dispensing controlled drugs.
- Assist in maintaining healthy, safe, sanitary, pleasant and clean facilities for the animals under the care of the Veterinary Clinic at all times.
- Provide leadership and direction to volunteers.

- Assist ARF personnel whenever necessary to assure smooth, courteous handling of the public and their pets.
- Assist as needed in the maintenance and inventory of the hospital pharmacy, by keeping the pharmacy stocked, organized and clean.
- Must be able to perform duties independently with minimal supervision. Perform duties in a manner that encourages attainment of goals, contributions and business for ARF programs in a collaborative team environment.
- Follow established procedures governing safe work practices including, but not limited to, wearing protective clothing and/or equipment when necessary. Must attend all designated safety training sessions and read all safety literature handouts.
- Always promote a humane and caring attitude toward all animals.
- Always treat people and animals with respect, contribute to effective teamwork, promote staff cooperation, and foster public relations beneficial to ARF.
- Maintain the confidentiality of all information.
- Comply with all Federal, State and local safety regulations and laws, as well as ARF policies and guidelines. Follow established procedures governing safe work practices; and perform duties in a manner that assures the safety of oneself and others.
- Perform duties in a manner which encourages attainment of goals, contributions and business for ARF and its programs.
- Promote teamwork, communication, and cooperation with all other departments.
- Perform other duties as assigned.

Physical/Environmental Requirements:

- Work environment includes constant exposure to animals and animal allergens.
- Push/pull moderately heavy objects up to 25 pounds.
- Lift and move objects and animals weighing up to 40 pounds for short distances and to humanely restrain animals when necessary.
- Kneel, bend, stoop, squat, reach above and below shoulder level, grasp and turn objects, stand and/or walk frequently and repetitively throughout each shift.
- Flex the neck upward and downward; twist the neck and the waist.
- Dexterity to handle animals and small objects.
- Assess medical and behavior changes in animals using a variety of techniques including, but not limited to, visually and audibly.
- Sit for long and short periods of time using a computer.
- Tetanus and rabies inoculations are required or must be waived.

Educational Requirements

High School Diploma

Experience, Abilities and Qualities Required:

- Minimum 6 months experience as a receptionist in a veterinary clinic environment. Experience working as a veterinary assistant is helpful but not required.
- Proficiency using Microsoft software programs (Word, Excel, Access) and veterinary software.
- Must be detail oriented and able to learn and understand commonly used medical abbreviations.
- In maintaining a drug-free workplace, we may from time to time ask employees to participate in voluntary drug testing.
- Knowledge of various breeds and their characteristics, and familiarity with symptoms of diseases common to dogs and cats.
- Knowledge of preventive, diagnostic and therapeutic veterinary treatment of domestic animals.
- Affection for animals, concern for their welfare and a willingness to accommodate animals in the work place.
- Ability to communicate with the public, volunteers and co-workers in a pleasant, courteous and tactful manner at all times.
- Demonstrate maturity, good judgment and professional manner and personal appearance.
- Comfortable and skilled in working with diverse staff, volunteers and community.
- Must be able to pass a background check.
- Must be eligible and able to obtain the Veterinary Assistant Controlled Substance Permit (VACSP) from the California Veterinary Medical Board.

Hours:

Full time: 40 hours per week Monday-Friday and may include weekend, holiday and/or on-call work. Daily reporting hours and days of the week may vary according to the needs of the department. Weekend work will be required.

Salary: \$13.75 per hour, DOE

To Apply:

An employment application is available for download on ARF's Career Homepage. To apply for this job, please send your cover letter, resume, and employment application to cwong@arflife.org, fax to (925) 977-9079 or mail to "ARF Jobs, 2890 Mitchell Drive, Walnut Creek, CA 94598".