

Receptionist

The Receptionist provides the first impression of the hospital to clients and patients. The Receptionist must be friendly, professional and courteous, and capable of handling many tasks at once with many interruptions.

Receptionist Job Description

Functions:

Customer Service:

- Greet clients and patients in a friendly manner.
- Admit patients.
- Dismiss patients.
- Notify doctors of patient arrival.
- Handle telephone calls.
- Schedule appointments
- Dispense medications, pet food and supplies.
- Schedule boarding.

Administrative Duties:

- Perform opening procedures.
- Prepare patient records, consent forms, and so forth for the next day.
- Invoice clients.
- Reconcile invoices and money at day end.
- Maintain health certificate and rabies certificate files, including sending copies to appropriate Government Agencies.
- Track no-shows.
- Receive signed surgery/treatment consent, euthanasia and payment agreement forms.
- Handle miscellaneous correspondence.
- Perform data processing.
- File records.
- Update client/patient files, including name, address, telephone numbers and vaccination and heartworm history.
- Be flexible to help in other area of Hospital when needed.
- Perform other duties as assigned.
- Distribute in-coming and out-going mail.
- Make bank deposits and reconcile petty cash.
- Maintain office machines and computers.
- Run errands.
- Perform the duties of the receptionist as needed.