



266 CHARLES STREET, LAUNCESTON, TASMANIA 7250

PHONE (03) 6331 9405

Email: admin@animalmedicaltas.com.au

www.animalmedicaltas.com.au

COMPANY DESCRIPTION

Animal Medical Centre has the reputation of being the Launceston veterinary clinic of choice for exceptional pet care. Animal Medical Centre is both a first opinion general practice, and a referral clinic and hospital for specialised veterinary diagnosis and treatment. Our team of veterinarians, nurses, receptionists, and administration staff work together pooling their knowledge, skills, and experience to get the best result for our clients and their pets, while upholding our clinic values of **teamwork, compassion, high standards of care, and respect.**

POSITION TITLE

Leading Veterinary Receptionist

REPORTS TO

Practice Manager

AWARD

Animal Care and Veterinary Services Award
[MA000118]

CLASSIFICATION

Veterinary Nurse Level 4

POSITION PURPOSE

Manage reception operations, appointment schedule, and reception team alongside the leadership nurse team and management personnel.

POSITION RESPONSIBILITIES

Operational:

- Manage reception team to ensure efficient customer service is maintained.
- Manage reception breaks to maintain WHS standards and optimal staff levels throughout the day.
- Manage appointment schedule to accommodate emergencies when they occur.
- Implement customer service and marketing strategies as directed by senior management.
- Collaborate with leading nurses to ensure communication is kept open between both teams and clinic buildings.
- Maintain culture of team by attending meetings and contributing with team performance reviews.
- Supervise, direct, and assist trainee receptionists in their training.
- Assist in recruitment alongside human resource manager and/ or practice manager.
- Manage and maintain reception equipment as per maintenance schedules and advise practice manager when repairs are required.
- Manage daily and monthly cleaning schedules for waiting rooms and consulting rooms.
- Adherence to all Animal Medical Centre policies and procedures and encouragement of others to adhere to the same.

Updated: 05/12/2023

By: Rebecca Stokes – Assistant Practice Manager

To be reviewed: Yearly

>Practice Manager Files> PM Files> HR> Position Descriptions



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POSITION RESPONSIBILITIES (CONT.)

Patient:

- Effective triage of patient status as given by client over the phone or in person when they arrive at the clinic to pass on to the veterinary team.

Client:

- Maintain excellent customer service when communicating with clients.

Stock Control:

- Manage, order, and maintain stock levels of reception consumables, merchandise, and food.

EDUCATION, EXPERIENCE AND PERSONAL ATTRIBUTES

Essential:

- Leadership experience.
- A genuine interest in an advanced career in the veterinary industry and in assisting other team members interested in the same.
- 3+ years of experience in a client facing role.

SUPERVISION

The successful applicant will be required to complete a 6-month probationary period under the supervision of the Human Resource Manager, Practice Manager and Business Partners.

Updated: 05/12/2023

By: Rebecca Stokes – Assistant Practice Manager

To be reviewed: Yearly

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