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## 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

Veterinary Receptionist

### REPORTS TO

Head Receptionist

### AWARD

Animal Care and Veterinary Services Award [MA000118]

### CLASSIFICATION

Veterinary Nurse Level 2

## POSITION PURPOSE

Be the first point of contact for clients and uphold high standards of customer service, compassion and care while attending to client needs.

## POSITION RESPONSIBILITIES

### Client:

- Provide expert customer service to all client enquiries face to face, by phone or by email

### Patient:

- Effectively triage patients over the phone and on presentation to the clinic (employees to be trained in this)

### Operational:

- Maintain patient records and information including billing information
- Schedule patient appointments and procedures as per Animal Medical Centre guidelines
- Collect and record payments accurately
- Maintain incoming and outgoing correspondence
- Safeguard client confidentiality including proper scanning of documents and shredding of sensitive information
- Attend to daily and monthly cleaning schedules for reception areas, consultation rooms, dispensary and main entrances, ensuring all areas are properly sanitised
- Adherence to all Animal Medical Centre policies and procedures and encouragement of others to adhere to the same.

### Stock Control:

- Monitor and maintain office equipment and advise when supplies run low or maintenance is required

## EDUCATION, EXPERIENCE AND PERSONAL ATTRIBUTES

### Essential:

- A genuine interest in a career in the veterinary industry.
- 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 Head Receptionist, Human Resource Manager, Practice Manager and Business Partners.

Updated: 03/12/2024

By: Rebecca Stokes – Assistant Practice Manager

To be reviewed: Yearly

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