



**Job Title:** Receptionist

**Location:** Vancouver, B.C

**Reports to:** Client Service Supervisor

**Description:**

Our receptionists are responsible for providing the highest level of service and satisfaction to our referring veterinarians, clients and patients.

Client Services is the central contact at the hospital and has a responsibility to ensure we represent the hospital in a professional manner. As the first face of the hospital it is key to meet and greet our clients with a positive outlook, a friendly smile and make them feel comfortable. We show our clients that we are professionals in our skill and effectively, respond to their inquiries, assist in answering questions and run an efficient business unit.

**Responsibilities:**

- Greet and offer assistance to clients
- Willing to go above and beyond to exceed clients' expectations.
- Answer telephone inquiries and direct calls appropriately
- Facilitate communication between clients and hospital medical team
- Ensure work area is kept clean and tidy at all times
- Ensure timely and accurate communication with co-workers, clients, doctors and back-end staff
- Cash handling and Receiving payments from clients
- Complete other administrative / reception duties as assigned

**Required Skills:**

- Strong problem-solving abilities
- Proven ability to adapt quickly respond to and resolve atypical and emergency situations
- Excellent verbal and written communication skills
- Passionate about customer service with a positive attitude
- Models the highest level of professionalism and confidentiality
- Exceptional organizational skills and show ability to multi-task and establish priorities
- Ability to reflect compassion and empathy for clients in stressful situations.
- Ability to stay calm under pressure
- Takes initiative and work with little supervision
- Experience with Veterinary software programs an asset
- Must be proficient with common computer applications particularly MS Word, Excel, Outlook

**Education and Experience:**

- Previous reception experience in a similar setting is preferred.
- Graduate of an accredited program for Veterinary assistants and receptionists (preferred)

***\*Candidate MUST be available to work on a Rotational shift schedule.***

***Rotations include week days and weekends. Shifts are Typically 10 hours, 4 days a week.***

***Shift Start Time range from 7am to 10am.***