

Front Desk Admin Assistant Job Description

A front desk administrative assistant is responsible for performing administrative duties to support daily business functions and operations. Front desk administrative assistants assist clients and respond to their inquiries and concerns. They also help monitor office inventories and distribute mails across the departments. A front desk administrative assistant reviews business and financial transactions to generate reports, update information on the company's database, and sort documents for reference.

Front Desk Receptionist Responsibilities

- Greet and welcome guests and their pets warmly and with a smile as soon as they arrive at the clinic
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email/app
- Receive, sort and distribute daily mail/deliveries
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Maintain a professional appearance (clothes and attitude)
- Maintain a professional, friendly, and ethical attitude at all times, even if you are in a difficult situation
- Complete duties in a quick and efficient manner (appointments, client files, set up new clients)
- Remind clients of surgery instructions prior to surgery date
- Promote the practice by attending events and through word of mouth
- Understand vaccinations, basic procedures and lab tests, common diseases and illnesses, and pet behavior
- Verify medication refills
- Knowledge of preventative health care recommendations including heartworm/flea preventions offered
- Conduct over the counter sales and know which products can be sold over the counter, as well as promoting sales of retail items
- Assist in unpacking and stocking hospital, bathroom, and lobby supplies
- Take payments for services and products and enter into client record
- Help perform end of day closeout
- Attend department and hospital-wide meetings
- Abide by assigned schedule
- Promote a team environment by helping veterinarians and other staff members

Front Desk Admin Assistant Responsibilities

- Address client concerns and provide customer satisfaction
- Train new staff on reception duties and procedures in accordance with business expectations and Reception Phase Training form
- Ensure daily operations are running smoothly from a supervisory standpoint
- Notify the proper parties about any issues that need to be addressed, such as IT problems, client issues, etc.
- Assist in updating lobby inventory and notifying the proper parties about low stock
- Assist in updating food inventory and ordering the necessary stock for in house use, as well as client orders
- Supervise the use of the clinic app, PetDesk, to be sure client texts are being answered in a timely manner, as well as client appointment requests
- Assist in reviewing applications for future employees
- Schedule and perform working interviews for future employees

Skills

- Exceptional ability to create a welcoming environment with a customer service attitude
- Experience in answering and screening calls, as well as scheduling appointments
- Ability to observe business etiquette and maintain a professional appearance.
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Excellent organizational skills
- Solid written and verbal communication skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Ability to communicate and ask questions; you can not assume you know the answer and cannot give medical advice over the phone
- Proficiency in handling client situations in a high-stress environment
- Ability to provide necessary training to all personnel working front desk operations. This might include training employees in using clinic computer systems, applying client services techniques, handling telephone inquiries, and explaining all clinic policies and pricing.
- Ability to work independently and be a self-starter.

Minimum Qualifications

- 1-2 years of experience in a similar role is preferred, but not required
- 1+ Years of Veterinary Receptionist experience required
- High School Diploma or GED