

Receptionist Job Description

Receptionists (customer service representatives or CSR) are the customer-relations experts in veterinary practice. They are the clients' first impression of the practice, on the phone or in person. Receptionists must possess strong organizational skills, excellent telephone and in-person communication skills, and the ability to remain calm under pressure.

Receptionists must have compassion for animals and their owners and understand the stress that patients and clients endure. They must be able to follow directions with and without supervision, to recognize certain behaviors in animals, and to refer questions to appropriate personnel.

Receptionists are responsible for greeting clients; differentiating routine cases from emergency cases; scheduling appointments; entering client, patient, and financial data into the computer; generating invoices and explaining them to clients; processing payments; and managing the retrieval and storage of medical records.

Receptionists should expect to spend nearly all their workdays at the front desk. The position requires the completion of a high-school degree or further education, competence in the English language, patience, and a pleasant manner. Ideally, newly hired receptionists will possess computer skills and have had cashier and related front-office work experience.