

# MONROE COUNTY HUMANE ASSOCIATION

CLINIC • EDUCATION • OUTREACH

## Clinic Receptionist

Serving Monroe County since 1956, the Monroe County Humane Association (MCHA) is a 501c3 charitable organization dedicated to promoting the welfare of companion animals, strengthening the human-animal bond, and providing access to veterinary care and humane education across the community.

**About the Position:** Hourly, non-exempt, up to 36 hours per week

### **Position Summary:**

The Veterinary Clinic Receptionist at Monroe County Humane Association is an integral part of our commitment to providing exceptional veterinary care and community support. This position serves as a crucial link between our organization and our clients, ensuring their satisfaction and the smooth operation of our clinic. Often the first touchpoint for individuals engaging with our organization, the Receptionist plays a vital role in directing customers, donors, vendors, and clients to the right place to provide the best possible service. Reporting directly to the Executive Director, the Receptionist's role is pivotal in maintaining our high standards of service and contributing to the overall success and growth of MCHA's mission.

### **Essential Position Duties & Responsibilities**

- 1) **Client Care:** The Veterinary Clinic Receptionist serves as the initial point of contact for all clients, providing exceptional customer service and demonstrating empathy and professionalism in all interactions. Their primary goal is to ensure that clients feel valued and supported throughout their interactions with MCHA. This includes handling inquiries, questions, and issues.
- 2) **Appointment Management:** This role involves scheduling and confirming appointments, as well as providing clear instructions for various types of appointments.
- 3) **Client Communications:** The Receptionist is responsible for placing outbound calls/texts for follow-ups and reaching out to clients. Additionally, the Receptionist presents and explains fees, including the seamless processing of payments. This role also recommends, selects, and assists clients in obtaining products and services, including prescriptions, while addressing any questions or concerns.
- 4) **Client Education:** Beyond the basics of client care, the Receptionist plays a vital role in educating clients on general animal husbandry and non-medical pet care, covering topics such as heartworm prevention, flea & tick control, intestinal parasites, and more.
- 5) **Medical Records Management:** Effectively manage electronic medical records, charts, reports, and correspondence. The Receptionist handles tasks such as scanning, emailing, and faxing records as needed, contributing to efficient record-keeping. Confidentiality is paramount.
- 6) **Animal Care:** Learn and adhere to safety protocols for handling and controlling animals, ensuring their well-being during their time at the clinic, aligning with MCHA's commitment to humane treatment.
- 7) **Financial Responsibilities:** The Receptionist takes charge of various financial tasks crucial to the smooth operation of the MCHA clinic. This includes maintaining daily deposit records to ensure

the secure handling of financial transactions, preparing and promptly sending invoices to clients (when necessary) with accuracy, and collaborating with the bookkeeper to ensure consistent adherence to financial policies and procedures. This role plays a pivotal role in maintaining accurate financial records, upholding financial integrity, and ensuring that any invoices received by MCHA are promptly submitted to the bookkeeper for processing and record-keeping.

- 8) **Food & Supply Pantry Support:** Collaborating with the Outreach Coordinator, the Receptionist assists in the Food & Supply Pantry program by helping clients enroll in the program, answering basic program-related questions, and participating in the distribution of food and supplies to those in need.
- 9) **Team Support:** The Receptionist not only excels in their core responsibilities but also demonstrates a strong commitment to being a valuable team player. They proactively contribute to the team's efficiency and the overall success of MCHA by:
  - a. Taking charge of office supplies inventory, ensuring timely orders to support clinic and administrative functions.
  - b. Efficiently managing mail collection and distribution to ensure prompt delivery within the organization.
  - c. Upholding the cleanliness and organization of the reception area, enhancing the welcoming environment for clients and reflecting positively on MCHA.
  - d. Collaborating in troubleshooting and promptly alerting the Executive Director to facility-related issues or concerns, prioritizing the safety and maintenance of the facility.
- 10) **Other Efforts:**
  - a. Assume a forward-thinking and responsible role in spearheading any additional initiatives as identified and delegated by the Executive Director, ensuring these projects align with organizational goals and are executed to the highest standard.

#### **Qualifications:**

- High school diploma or equivalent, some college preferred.
- Experience working with Avimark software is a plus.
- Experience working with diverse communities and vulnerable populations is preferred.
- Familiarity with animal welfare and past veterinary care experience is a plus.
- Strong organizational and multitasking skills.
- Excellent verbal and written communication skills.
- Basic computer skills, including proficiency in MS Office Suite.

*Equal Opportunity Employer: MCHA is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*

*The information in this position description indicates the general nature and level of work to be performed. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of associates assigned to this job. Management reserves the right to revise the job description or require that other tasks be performed when the circumstances of the job change (for example, emergencies, change in personnel, workload, or technical development)*

*All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.*