Animal Defense League

Hospital Receptionist Job Description

**Essential Job Function:** This position is responsible for greeting the public regarding ADL veterinary clinic services, animal intake, ADL foster program and any other ADL related service or program. This position is responsible for spay/neuter appointment scheduling, PetPoint management, promotion of hospital services, foster program support, assisting with intake appointments and customer service, promoting special events, and all other related tasks and duties.

The Animal Defense League receptionists have major influence with the public and ADL clients that other positions do not and this requires certain obligations. At all times, the receptionists must maintain a warm, yet professional appearance and demeanor in a high-stress environment with many public demands. The receptionists will be trained on how to answer basic questions on hospital protocol and many questions a member of the public may have. This position will need to develop an understanding and knowledge of ADL programs, services, and clinic protocols. The receptionists must be efficient, effective, and able to multi-task.

This position will report to the Director of Animal Services. Must work effectively with all ADL staff, particularly the hospital staff. This position may be required to work some weekends, overtime, and holidays.

**Job Requirements:**

- High School Diploma or GED certificate
- One year of general office or administrative experience.

**Knowledge, Skills and abilities:**

Knowledge of modern office practices, procedures, equipment and depending on the individual job requirements, clerical techniques. Ability to learn ADL policies, procedures and administrative systems. Ability to communicate clearly and effectively, both verbally and in writing. Ability to establish and maintain cooperative working relationships with those contacted in the course of work.

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**Physical demands and working conditions:**

Physical requirements include occasional lifting/carrying of 20 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are primarily inside an office environment.

Wage commensurate experience.