



CHARLOTTESVILLE-ALBEMARLE SPCA JOB DESCRIPTION

Position: Clinic Receptionist

Job Status: Non - Exempt

Reports to: Clinic Reception Lead

Position Summary

The primary function of the Clinic Reception team is to provide exceptional customer service to our clients and community partners, while ensuring prompt and appropriate care of our animal patients. Responsibilities include client relations, administrative functions and reception maintenance.

Primary Duties and Responsibilities:

- Assorted administrative tasks including scheduling appointments, maintaining the clinic calendar, answering phones, filing, responding to emails, and processing payment transactions.
- Ensure clients have a positive and professional experience through exceptional customer service.
- Assist with the foster care program by responding to foster questions/needs/concerns, coordinating communication between clinic staff and foster families, and scheduling routine care.
- Ensure appropriate support and follow-up for Angel Adoption patients and Compassionate Care Clinic clients.
- Assist with public spay-neuter check-in and discharge.
- Assists with the microchip and rabies vaccination walk-in clinics.
- Performs other tasks and duties as assigned by the Clinic Reception Lead.
- Processes cremation transactions and keeps detailed records of all cremation transactions. Responsible for putting together cremation bags and calling clients for ashes pickup.

Skills/Qualifications:

- High School Diploma or G.E.D.
- A minimum of 1 year in customer-service job related experience; experience in a veterinary clinic or animal shelter preferred.
- Excellent communication skills (written and verbal)
- Possesses a positive attitude and the ability to remain calm under pressure.
- Ability to work compassionately with clients in various emotional states.
- Must possess good critical thinking and problem solving skills
- Flexible and independent; able to multi-task while also being highly detail-oriented.
- Personal qualities of integrity, credibility, and a commitment to CASPCA's mission.
- Skill in operating or ability to quickly learn the various software programs utilized by CASPCA including Excel, PowerPoint, and Word.
- Database experience preferred.
- Ability to lift and transport materials weighing up to 50 pounds.
- The ability to bend and squat.
- Exposure to disinfectant solutions.
- Subject to animal bites and scratches while handling animals.
- Consistently exposed to animals and animal allergens under conditions with limited alternatives available.

Employee Acknowledgement:

Signature of Employee _____ **Date** _____

Print Name: _____