

**Job Title:** Receptionist  
**Department:**  
**Supervisor:**  
**FLSA Status:**

The Receptionist will be responsible for performing clerical tasks within an office setting.

**Essential Duties and Responsibilities:**

- Act as main point of contact for clients
- Scheduling appointments for all staff or for specific employees such as managers
- Processing bills and helping clients if they have any questions about their charges
- Organizing files for billing, client records
- Directing visitors to the correct office
- Responding to all customer inquiries in a polite and timely manner
- Accepting payments over the phone or in-person
- Participate in professional development, attend workshops, seminars, or webinars as applicable.
- Attend and participate in organization-wide initiatives as required
- Performs other related duties as assigned

**Supervisory Responsibilities:** No

**Qualification Requirements:** To perform the job successfully, employee must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Language Skills:** The employee must have the ability to read and comprehend instructions, short correspondence, and memos. The ability to communicate and correspond both orally and in writing to customers and staff as needed.

**Mathematical Skills:** The employee must be able to add, subtract, multiply, and divide in all units of measure, using whole numbers.

**Other Skills and Abilities:** Ability to develop effective working relationships with team members, leadership, and clients. Ability to perform duties with a high level of detail and accuracy. Must demonstrate consistent patience, calm demeanor, and gentle handling when working with all animals.

- **Education and Experience:** High School diploma or GED; previous experience in veterinary setting desired, previous experience in front desk management desired.

**Physical Requirements:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to traverse/move around the office, property, grooming area, daycare area, kennel area and remain in a stationary upright position while working with a single dog or group of dogs for an extended period. Specific vision abilities required by this job include close vision, distance and peripheral. Ability to pull, push, or lift off the ground up to 50

pounds for the purpose of stopping dog fights, or relocating a dog quickly. Ability to push, relocate or otherwise place an item up to 50 pounds on a high shelf or other area within the facility.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The office noise level is average to quiet most days in an office setting. Machines such as copiers, fax, and other computer equipment is housed throughout the office. The kennel, grooming, and daycare environments will have a high noise level at times due to dogs barking. Pet hair will be airborne, on floors, tables, and other surfaces during operating hours. While working outside, weather will range from warm to colder temperatures, attire should be modified accordingly.

The information contained in the job description is for compliance with the Americans with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned.

**The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their immediate report.**

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**ACKNOWLEDGED: Employee Signature**

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**Date**

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**PRINT: Employee Name**

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**ACKNOWLEDGED: Employer Signature**

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**Date**