



“Compassionate 24-hour emergency & specialty vet care for your best friend! Family owned since 1980.”

Animal Emergency & Specialty  
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## **NOW HIRING (December 2017): VETERINARY RECEPTIONIST**

### Opportunity

Are you passionate about helping pets and their people? Do you take pride in problem solving and going above and beyond to help others? Are you a quick study who thrives in a fast-paced environment? Is communication your superpower? If so, you may be the perfect fit for our Reception Team! A full or part-time position is available.

### About Us

Animal Emergency & Specialty (AES) ([www.aesvets.com](http://www.aesvets.com); [www.facebook.com/AESVets](http://www.facebook.com/AESVets)) is a family-owned (non-corporate), 24-hour, small-animal emergency and specialty hospital, located in picturesque and pet-friendly Kirkland, Washington (<http://youtu.be/XdIlkxLVVrg>). We have been in business for over 30 years and recently moved into our beautiful, new, state-of-the-art facility.

### Primary Job Duties & Responsibilities

Our Reception Team members pride themselves on excellent customer service and attention to detail. As a Receptionist, you will be the client's first and last impression of our entire Team and, in turn, will play an intricate role in the overall success of our hospital. Below is a summary of tasks that you will be expected to perform, with or without reasonable accommodation:

- Answering phone calls in a calm, positive, professional manner and redirecting them as needed.
- Promptly greeting clients and patients, ensuring that they feel safe and welcome.
- Proficiently and compassionately communicating with clients, referring hospital employees, and the public.
- Checking patients in and out and acclimating them in appropriate Examination Rooms.
- Assessing emergency situations and communicating effectively and efficiently with clients and other Team members to ensure the highest level of patient care.
- Serving as a liaison between clients and Medical Team members.
- Entering and updating client and patient information using VIA Practice Management Software.
- Scheduling specialty appointments (surgery, radiology, and rehabilitation) and updating the ER schedule in real time.
- Accurately preparing and processing invoices and payments.
- Correctly handling daily accounting and reconciling the register.
- Performing call-backs, emailing/faxing medical records, scheduling re-check examinations.

- Ensuring that the Reception Area, Lobby, Hospitality Station, Restrooms, and Examination Rooms are clean, tidy, and well stocked.
- Efficiently perform filing, organizing, word processing, and other administrative tasks.
- Maintaining confidentiality and privacy.
- Other duties as assigned.

### Personal Qualifications

- Must possess excellent communication and analytical skills as well as extreme attention to detail.
- Must be a quick learner who can easily adapt to new situations and tasks.
- Must be able to prioritize while multitasking and complete projects with frequent interruptions.
- Must be able to work independently as well as in a team.
- Must be a “people person” and have a “can-do” attitude. As a Receptionist, you will be working with clients, Team members, and the public on every shift. A considerate, compassionate, and friendly attitude is required at all times.
- Must demonstrate empathy, tact, and patience when dealing with clients as they can become quite emotional during their pet’s emergency. We often see clients in very stressful situations. Everyone handles emergencies differently. It is essential that Receptionists be able to adapt, maintain composure, and remain professional during stressful situations.
- Must be willing to accept constructive criticism. We all learn something new every day!
- Timeliness, integrity, and trustworthiness are essential.
- Reliable transportation required.
- College degree or equivalent experience preferred.

### Work Hours

- As an emergency and specialty referral hospital, AES is open 24-7-365.
- All employees are expected to work some evenings, weekends, and holidays.
- The days of the week and hours are to be determined.
- Shift days and hours are subject to change based on business needs.

### Compensation & Benefits

AES offers highly competitive wages and comprehensive benefits to include medical, dental, hearing, and vision insurance; paid time off; holiday pay; employer-matched retirement plan; continuing education, licensing, professional membership, and uniform allowances; pet-care discounts; and more! AES is an equal opportunity employer.

### How to Apply

Qualified applicants are encouraged to email a cover letter and résumé to Kathie O’Hanlon, Hospital Administrator, at <mailto:kathie@aesvets.com>. No telephone inquiries, please. We look forward to hearing from you!