**Critter Fixers**

**Spay & Neuter Clinic**

Front Desk/Office Assistant

JOB SUMMARY

Responsible for overall operations of the front office. Maintains complete and accurate records of clinic patients.

ESSENTIAL JOB FUNCTIONS

1. Ensures complete and accurate records exist for all patients, including rabies certificates, go-home paperwork, and medical records.

2. Maintains accounts receivables for all clients.

3. Answers clinic phones, returns messages, forwards messages to appropriate staff in a timely manner.

4. Assists clients in scheduling surgeries.

5. Inventories and orders office supplies.

6. Assists in clinic during lunch rotations or if short-staffed.

EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES

1. Client Education

a. Must be able to learn basic veterinary medical concepts including but not limited to vaccine protocols and anesthetic risks.

b. Must also be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by a veterinarian.

c. Will be asked to communicate with the public on a daily basis in a professional manner.

2. Physical Requirements

a. Must be able to work standing or sitting for 8 or more hours.

b. Must be able to lift and carry up to 50 pounds repeatedly throughout the day with help.

c. Must be able to bend and kneel repeatedly.

d. Must be able to see fine detail in a variety of situations.

3. Technical Requirements

a. Proficiency with Microsoft Office.

PREFERRED EXPERIENCE

Two or more years experience in a veterinary clinic, veterinary hospital, and/or animal shelter or control facility is preferred but not required. Candidate should be highly motivated, enthusiastic self-starter with a professional attitude. Flexibility is a must.

WORK ENVIRONMENT

The offices and operations of a high-volume spay/neuter clinic can be high stress and very busy at times. This position is scheduled for four days/week, usually Monday through Thursday; however, the schedule can change and may sometimes require weekend or evening hours to complete the job. Can include working some holidays or overtime depending on clinic needs. Candidate must be flexible with schedule changes and short notice overtime requests.