



CHARLOTTESVILLE-ALBEMARLE SPCA JOB DESCRIPTION

Position: Clinic Receptionist
Job Status: Non - Exempt
Reports to: Clinic Operations Manager

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:

- Perform assorted administrative tasks including scheduling appointments, maintaining the clinic calendar, answering phones, filing paperwork, responding to emails, and processing payment transactions.
- Ensure clients have a positive and professional experience using exceptional customer service skills.
- Assist with the foster care program by responding to foster questions and concerns, coordinating communication between clinic staff and foster families, and scheduling routine care.
- Ensure appropriate support and follow-up for Compassionate Care Clinic clients.
- Assist with public spay-neuter check-in, discharge, paperwork, and scheduling appointments.
- Assist with walk-in clinics and Compassionate Care-A-Van events.
- Maintain shelter and clinic specific databases through prompt, accurate, and objective data entry.
- Process cremation transactions and keep detailed records of all cremation transactions. Responsible for putting together cremation bags and calling clients for ashes pickup.
- Work cooperatively with all departments, staff and volunteers, providing excellent customer service both internally and externally.
- Keeps clinic reception area clean and organized.
- Performs other tasks and duties as assigned by the Clinic Operations Manager.

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.
- Must demonstrate excellent communication skills (written and verbal).
- Must possess a positive attitude and 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.
- Must be able to multi-task while also being highly detail-oriented; must be flexible and able to handle frequent changes in work load demands.
- Must possess personal qualities of integrity, credibility, and a commitment to CASPCA's mission.
- Proficiency with Microsoft Excel, PowerPoint, and Word software.
- Database experience preferred.
- Ability to lift and transport materials weighing up to 50 pounds.
- 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.