



**Job title: Receptionist**

**Department: Administration**

**Reporting to: Reception Team Leader**

#### **FURTHER PARTICULARS**

##### **Role description:**

You will be an experienced receptionist and/or have previous customer service experience and will provide excellent service to our patients' families, clients and colleagues at our busy, specialist veterinary orthopaedics and neurology centre near Godalming in Surrey. You will report to the Reception Team Leader and work collaboratively with other team members, clients and colleagues to meet the needs of patients and their families, improving the service delivery and patient journey.

Together we will demonstrate safe, clinical decision-making and expert care together with compassionate communication for all patients referred to Fitzpatrick Referrals. You will be care driven, exceptionally organised, thorough, have excellent communication skills and be able to operate in a 24/7 team environment.

##### **Responsibilities and tasks:**

- Meet and greet patients and their guardians and organise refreshments
- Ensure colleagues are informed that their patients have arrived
- First point of contact for telephone calls and enquiries, taking messages and forwarding calls as appropriate
- Book appointments
- Organise incoming and outgoing post
- Process incoming email
- Update client records as appropriate
- Cash handling
- Scan and attach documents, including hospital records, to patient records
- Use and update the centre's patient database
- Liaise with referring Vets and other referral centres
- Enter X-rays onto an X-ray tracker and allocate to a Senior Surgeon
- Maintain the tidiness and cleanliness of reception and waiting areas
- In addition to your main duties, you will be required to carry out such other duties consistent with your position to meet the needs of the practice and as the practice may from time to time require

## PERSON SPECIFICATION

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form part of the selection criteria on which the decision on who to appoint will be made. Please ensure that you show how you meet the criteria outlined below in your application.

| Requirement                   | Essential   | Desirable   | Assessment                |
|-------------------------------|---|---|---------------------------|
| Qualifications and experience | <ul style="list-style-type: none"> <li>• Previous receptionist experience</li> <li>• Working in a service industry</li> <li>• Cash handling</li> </ul>  | <ul style="list-style-type: none"> <li>• Working face to face and by phone with customers/clients or the public</li> <li>• Previous work in a veterinary or hospital environment</li> </ul> | Application and interview |
| Knowledge                     | <ul style="list-style-type: none"> <li>• Basic IT knowledge for email and record keeping</li> </ul>   | <ul style="list-style-type: none"> <li>• Database use experience</li> </ul>   | Interview                 |
| Personal skills               | <ul style="list-style-type: none"> <li>• Excellent communicator and problem-solver</li> <li>• Excellent time management and organisational skills</li> <li>• Sound basic numeracy &amp; literacy skills</li> <li>• Accurately follows directions and completes work to a high standard</li> <li>• Able to work on own initiative</li> </ul> |   | Application and interview |
| Personal characteristics      | <ul style="list-style-type: none"> <li>• A professional, positive approach and friendly at all times</li> <li>• Conscientious, considerate and able to help clients during highly emotional experiences</li> <li>• Responsible and approachable</li> <li>• Team player</li> </ul>   |   | Interview                 |
| Other                         | <ul style="list-style-type: none"> <li>• Right to work in the United Kingdom</li> <li>• Able to work on a rota including weekend and evening work</li> </ul>  |   | Interview                 |
| Values                        | <ul style="list-style-type: none"> <li>• <a href="#">Our Values</a></li> </ul>  |   | Interview                 |

### Application process

Please send a completed application form or cv by email to:  
recruitment@fitzpatrickreferrals.co.uk