



CARLISLE HOUSE, TOWNHEAD ROAD, DALSTON, CARLISLE, CUMBRIA, CA5 7JF
 TEL: (01228) 710208

Veterinary Receptionist Job Specification

Experience of:

- Teamwork - to work proactively, solely and within a team environment Essential
- Telephone communications Essential
- Face to face communication/interaction with clients Essential
- Use of Microsoft Word, Excel, Google Docs Essential
- Animal handling Desirable
- Stock Control and Management Desirable
- Working within a veterinary/dispensary/medical environment Desirable

Skills & Abilities:

- Ability to multi-task, whilst working under pressure Essential
- Computer literate, willingness and ability to learn and use new systems eg Practice Management software Essential
- Flexible working - between hours 08:00-19:15 and weekends at multiple locations Essential
- Excellent communication skills, professional and calm approach Essential
- Managing own time and ability to prioritise tasks to completion Essential
- Take responsibility to work on own initiative Essential
- Client Care Skills - ability to manage a variety of instances with a compassionate, empathetic and caring approach Essential
- Accurate handling of payments Essential
- Dispensing medicines Desirable

Knowledge:

- Farming, Equine and Companion animals Desirable

Education & Training:

- Current active UK Driving License Essential
- Qualifications involving Reception/Communication Desirable
- RAMAS - Registered Animal Medicines Advisors/SQP Desirable

continued

Other:

- A commitment to working to the Paragon values: Essential
 - Client Care, Clinical Excellence, Teamwork, Integrity, Taking Responsibility & Achievement
- A commitment to working to the Practice vision : Essential
 - A multi-disciplinary veterinary business
 - A business which is renowned for clinical excellence and client care
 - Efficient and effective
 - With a business structure and level of profitability which facilitates personal development and career progression for all
 - A business people really want to work for