

Peninsula Humane Society & SPCA

Spay & Neuter Receptionist

Job Title: Spay & Neuter Receptionist
Division: Veterinary & Animal Care Services
Department: Veterinary Services
Reports To: Veterinary Services Manager
FLSA Status: Non-Exempt/Non-Union/Full Time
Salary: \$20.00 - \$24.04 per hour
Excellent Benefits Package Available

Summary: Schedules and manages patient appointments and maintains records and documents for the Spay & Neuter Clinic. Performs check-in duties each morning before surgery, including collecting fees for service. Performs job duties within established protocols and procedures set by PHS/SPCA.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Schedules and manages public spay and neuter appointments through our website scheduling portal, Clinic HQ.

Ensures all clients are properly checked out in Clinic HQ at the end of the day.

Responsible for the weekly order of Spay and Neuter supplies.

Completes surgical information card.

Responds professionally to telephone and email inquiries, returns voice messages and places reminder phone calls.

Performs accurate data entry of all patient and microchip information.

Performs general office duties, including cash handling, filing, monthly spay and neuter report(s) and fee collection.

Provides clients with post-surgical care instructions.

Assists clinic staff with vaccinations, animal restraint in relation to animal vaccinations.

Maintains proper paperwork and medical records as required by law.

Maintains department equipment in good working order. Reports items for repair/replacement as needed to shelter manager.

Provides humane care and treatment of all animals.

Maintains a clean and organized work area in all workspaces.

Recruit/train Reception volunteers and recruit Clinic volunteers

Responds professionally to both pre- and post-surgical questions and concerns from the public.

Supervisory Responsibilities:

This position may supervise volunteers within the spay/neuter clinic.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must also pass a background check upon hire and have a valid CA driver license with satisfactory driving record to be insured with PHS insurance. Must have previous customer service experience.

Upon hire, must be fully vaccinated against Covid-19 and able to show COVID Vaccination Card as proof of vaccination.

Education and/or Experience:

High school diploma or equivalent; or six months to one year related experience and/or training; or equivalent combination of education and experience. Knowledgeable about the benefits of spaying and neutering, and the spay/neuter procedures including after care.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, shelter medical records and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Chameleon database software and Clinic HQ scheduling portal or become proficient within the probationary period (first six months from hire date). Basic knowledge, or become proficient with Microsoft Office and computer keyboarding skills, and data entry.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and/or drive. The employee must frequently lift and/or move up to 50-75 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is routinely exposed to toxic or caustic chemicals; routine exposure to zoonotic diseases, aggressive and feral animals; routinely exposed to mechanical moving parts. The noise level in the work environment is usually loud.

We are an Equal Opportunity Employer and welcome a diverse pool of applicants.
EOE/M/F/D/V/SO