



## RECEPTION/CSR JOB DESCRIPTION

We are one of Orange County's oldest Animal Hospitals serving the pet health care needs of the Costa Mesa/Newport Beach/Irvine and surrounding cities since 1947. We have 6 full-time doctors and are looking to hire a new receptionist/customer service representative to join our team. This is a fast-paced job and we are looking for a candidate that isn't afraid to work hard, get dirty (on occasion), and help out wherever needed.

**If you meet the requirements below, and would like to apply for this position, please email your resume and short cover letter indicating why we should consider you for this position to [Alex@newportharborvets.com](mailto:Alex@newportharborvets.com).**

### AGE REQUIREMENT

- Minimum age requirement is 18 years old

### EDUCATION AND LICENSURE REQUIREMENTS

- High school diploma or equivalent

### EXPERIENCE REQUIREMENTS

- Significant experience with basic office functions in a busy office environment
- Previous receptionist and veterinary practice experience are desirable but not required
- Customer Service background desirable but not required

### PERSONAL REQUIREMENTS

- Must enjoy working with animals and be able to deal with them even when they are stressed, ill or in pain
- Must be able to stay calm and efficient during a medical crisis
- Is well-spoken and approaches his/her job duties in a mature nature
- Is experienced in the teamwork approach and works well with all levels of hospital team members; avoids gossiping



- Has excellent client communication skills
- Must take constructive criticism well
- Must be flexible in attitude and work habits
- Must be able to quickly learn how to pronounce, know the meaning of and spell commonly used veterinary terms
- Must perform basic computer skills, type 30 words per minute
- Some computer knowledge required; comfortable with Word, keyboarding, and use of communication tools such as email and other communication programs

#### **PHYSICAL REQUIREMENTS**

- Must be able to lift and carry records, equipment, and animals weighing up to 40 lbs.
- Must be able to sit and stand for extended periods of time

#### **WORK CONDITIONS**

- May be exposed to unpleasant odors, noises and animal feces
- May be exposed to bites, scratches and contagious diseases
- May be exposed to radiation from hospital equipment
- Must be able to work unaffected in an environment where dogs are barking
- Must be available to work evenings and weekends
- Must be available to work shifts ranging in length between 6:45am until 7pm
- Must be able to work shifts between 6 and 10 hours in length, depending on scheduling needs
- All hours are prescheduled