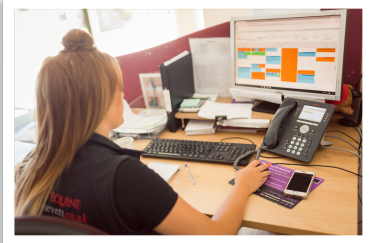




# Job Description:

## FRONT DESK PRACTICE ADMINISTRATOR



### Salary:

£10.00 per hour £18,200/  
annum

### Responsible to:

Practice Manager / Directors

### Terms & Conditions of employment (key points):

- 20 days annual leave + bank holidays per annum + the day off to celebrate your birthday!
- Working hours: 35 hours Monday to Friday from 10:30am to 5:30pm (with flexible availability for holiday or sickness cover)
- Overtime available to cover holidays / sickness shifts for others. Additional holiday allowance available if overtime worked.
- Staff discounts/perks.
- Pension scheme + Employee benefits package

### Successful candidates will have:

- ✓ Horse knowledge/equestrian experience
- ✓ Previous experience in office administration, client/customer services, general office duties (including filing, computer admin, incoming/outbound telephone calls etc)
- ✓ An interest in veterinary-related admin duties where training will be provided
- ✓ An ability to work well under pressure in a busy office, prioritising workload whilst maintaining a warm, friendly & calm environment
- ✓ Computer proficiency
- ✓ A positive, can-do attitude with a high level of organisational skills and ability to multitask/prioritise and work under time pressures. A sharp attention to detail is vital.

### Key responsibilities:

- ✓ Answering phones - client servicing (making, editing and confirming appointments, collecting payments, client queries, managing emergencies, prescription requests etc.)
- ✓ Communication with vets - liaising consistently throughout the day to ensure smooth running of their appointments
- ✓ Using computer practice management system to manage diary and client data
- ✓ Opening incoming post and preparing/posting/arranging collection of medication/prescriptions for clients
- ✓ Medication/Pharmacy ordering through our bespoke online system
- ✓ Taking delivery and unpacking supplier orders
- ✓ Liaising with referral equine hospitals and laboratories
- ✓ General letter typing, spreadsheets, filing, etc.
- ✓ Potential for specific areas of responsibility, e.g. purchase ledger roles / reconciling statements, banking, debt management tasks, managing client passports / microchip registrations, sarcoid admin procedure, managing vaccination reminders etc.
- ✓ Contributing to credit control when making appointments for clients
- ✓ General office cleaning and tidying eg emptying bins. Vet equipment cleaning when required