**Veterinary Front Desk Wizard & Office Manager Job Description**

We are searching for an organized and empathic Veterinary Front Desk Wizard to join our team. The Wizard’s duties include scheduling appointments, issuing invoices, and receiving payments after consultations. You will also be required to inform the Veterinarian on call of any emergency cases that arise. We would like the Wizard to be able to handle management duties as well. We did say Wizard right?

To be successful as a Veterinary Wizard, you should ensure that our office remains presentable at all times. An outstanding Veterinary Wizard will provide comfort to human and animal clients when in distress.

**Veterinary Front Desk Wizard Responsibilities:**

\* Greeting and welcoming patients with sincerity.

\* Answering telephone calls and returning e-mails.

\* Scheduling appointments using our designated software.

\* Informing the Veterinarian on call of any emergencies that require urgent attention. (Alternately you may need to contact the Director about a problem such as client with financial challenges.)

\* Issuing invoices for treatment and prescribed medication after each consultation.

\* Receiving and verifying payments after each consultation.

\* Informing the Veterinarian on call about possible instances of animal abuse or neglect.

\* Monitoring the inventory of items for sale by the practice and restocking these, as needed.

\* Overseeing the sale of items stocked by the practice.

\* Liaising with courier services and laboratories to ensure that samples are delivered and collected on time.

\* Daily bank deposit preparation and performance.

\* Accounts receivable statements, collections and policies.

\* Suggest plans for optimal staffing to assure maximum productivity and service.

\* Directly recruit, interview and hire support staff and volunteers.

\* Supervise support staff and volunteers and act as the direct authority regarding disciplinary procedures, discharging, and all the legal responsibilities of employment. (Coordinate same with bookkeeper.)

\* Assure that personnel are properly trained for their position.

\* Maintain a set of employment policies and employee manual (you will have help with this).

\* Mediate personnel problems, maintain employee and volunteer motivation, structure and continuing education for support staff and volunteers.

\* Oversee the building and equipment maintenance and housekeeping standards.

\* Review and/or purchase supplies and equipment assuring that a periodic review is made to assure that optimal prices are obtained.

**Veterinary Front Desk Wizard Skills Required:**

\* Highs school diploma or equivalent.

\* Previous administrative experience, preferably within a healthcare or shelter setting.

\* Familiarity with veterinary medical billing software is advantageous.

\* Intermediate computer proficiency.

\* Basic arithmetic skills.

\* Ability to maintain confidentiality.

\* Excellent organizational, time management, and multitasking abilities.

\* Personable, empathic disposition.

\* Capacity to work well during distressing situations.

\* Ability to work shifts, on weekends, and on public holidays, as needed.