



Job title: Front of House Receptionist

Department: Administration

Reporting to: Client Services Manager

FURTHER PARTICULARS

Role Description:

You will be an experienced receptionist or have previous customer service experience who will provide excellent service to clients and colleagues at our state of the art veterinary oncology and soft tissue hospital in Guildford. You will report to the Client Services Manager and work collaboratively with other team members, clients and colleagues to meet the needs of patients and their owners, improving the service delivery and patient journey.

Together we will demonstrate safe, clinical decision-making and expert care together with compassionate communication for patients referred to Fitzpatrick Referrals. You will be care driven, exceptionally organised, thorough, have excellent communication skills and be able to operate in a 24/7 team environment.

Responsibilities and tasks:

- Meet and greet clients and organise refreshments
- Make sure clients are signed in and colleagues are informed that their clients have arrived
- First point of contact for telephone calls, handle queries, take messages and re-route calls
- Book client appointments
- Process incoming email and post
- Update client records as appropriate
- Respond to queries and resolve issues
- Cash handling
- In addition to your main duties you will be required to carry out such other duties consistent with your position to meet the needs of the Practice and as the Practice may from time to time require

PERSON SPECIFICATION

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form part of the selection criteria on which the decision on who to appoint will be made. Please ensure that you show how you meet the criteria outlined below in your application.

Requirement	Essential	Desirable	Assessment
Qualifications and experience	<ul style="list-style-type: none"> Working face to face and by phone with customers/clients or the public Working in a service industry Cash-handling 	<ul style="list-style-type: none"> Previous receptionist experience Previous work in a Veterinary or hospital environment 	Application and interview
Knowledge	<ul style="list-style-type: none"> Basic IT knowledge for email and record keeping 		Interview
Personal skills	<ul style="list-style-type: none"> Excellent communicator and problem-solver Excellent time management and organisational skills Sound basic numeracy & literacy skills Accurately follows directions and completes work to a high standard Able to work with own initiative 		Application and interview
Personal Characteristics	<ul style="list-style-type: none"> A professional, positive approach and friendly at all times Conscientious, considerate and able to help clients during highly emotional experiences Responsible and approachable Team player 		Interview
Other	<ul style="list-style-type: none"> Right to work in the United Kingdom Able to work on a rota including some weekend and evening work 		Interview
Values	<ul style="list-style-type: none"> Our Values 		Interview

Application Process

Please send an up to date cv and covering letter with details of two referees by email to:
recruitment@fitzpatrickreferrals.co.uk