

Job Title: Receptionist
Department: Office Staff
Reports to: Office Manager
FLSA (Overtime) Status: Non-exempt

1. *Job Summary:*

The Receptionist is responsible for maintaining DogBoy's hours of office operation with an in-person presence in customer area and over the phone. This individual must also ensure DogBoy's maintains its standard of 24 hour response time to all requests for boarding and other animal care and customer services.

2. *Major Duties and Responsibilities:*

Responsibilities include the daily execution of activities as assigned including, but not limited to, the following:

- Greet all incoming and outgoing customers when they pick up and drop off their dogs
- Receive and respond to all reservation requests that come in via email, phone and fax; prioritize order of response and other actions based on order and nature of incoming requests
- Enter data into Atlantis system including new customer form entry, shot records, changes/cancellations/deletions to new and existing records, etc.
- Flag and route unique behavioral and health concerns to appropriate staff member(s) to ensure sufficient preparation and care.
- Ensure adherence to the required task checklist daily and ensure all paperwork is completed, dogs checked over for tags or visible injuries, and that there is very clear communication during handoff including information on issues such as medications, treatment instructions, adherence to medical policies such as original containers, written instructions, etc.
- Log a complete inventory of all medicines and supplies brought in with each dog such as dietary instructions, food, pickup date and time, bathing/nail trim/grooming instructions, and ensuring new customers' questions have been answered
- Handle payment for pick-up transactions including cash, credit card and check handling, issue detailed receipts upon request, log financial transactions into Atlantis system and make sure dogs leave with their medications, bedding, food and any other possessions that were logged in
- Greet random visitors and scheduled tour guests, and contact Owner, Office Manager, Kennel Manager or Core Kennel Staff to conduct tours
- Handle food and retail product sales transactions by running payments and issuing receipts upon request; confirm future reservations upon request
- End of day or once daily: print reports for own use and for kennel staff use, balance payment drawer, dust office and clear off desk, pull/replace files, vacuum, sweep, mop and ensure all voice and email messages have been checked and handled.
- Other duties may be assigned by management at any time.

3. *Most important skills and abilities:*

- Personal computer skills including MS Office tools such as Word, Excel and Outlook
- Interpersonal multitasking and customer service experience required, including ability to prioritize own work and deal decisively with various interpersonal styles or potentially difficult customers
- Outstanding money handling abilities and attention to detail required, including accuracy with health related or other specific instructions
- Outstanding spelling, handwriting and alphabetization abilities required
- Database experience is a plus but not required

4. *Required Work Experience:*

- Minimum one year, individually or combined, in a customer service or receptionist role in a retail, pet sitting or veterinary support environment

5. *Required Knowledge And Education:*

- Customer service basics, cash handling including balancing cash transactions and PC training or equivalent MS Office and/or database experience

6. *Contact with Others:*

Internal Contact

- Daily contact with supervisor and all DogBoy's staff members at all levels.

External Contact

- Daily continuous contact with incoming and outgoing customers, suppliers and visitors.

7. *Creativity:*

This position requires creativity in dealing with a wide variety of individuals and potential customer service issues. Creative communication abilities come into play when defusing and referring particular situations/clients to the appropriate staff member for best resolution.

8. *Physical Demands:*

Visual - the degree to which visual attention is required to do the job in order to detect errors and omissions.

- Job output requires concentrated visual effort for extended periods of time.

Physical – the level of physical effort that is required to do the job, including stretching, bending, lifting, or moving materials.

- Job requires a moderate amount of periodic physical effort including periodic dog handling, chasing after a loose dog and lifting of 50+ pounds.

9. *Decision Making:*

- Typically performs routine or repeated tasks for which prescribed steps and procedures are given. Make decisions which are within known standards that require choices of action within defined limits.
- Provides information to individuals responsible for developing recommendations or making decisions.

10. *Impact of Errors:*

- Errors may involve major costs or risks or customer relationships, and could have considerable financial consequences to the current business and/or business relationships.

11. *Supervision:*

This position is not responsible for supervision of other staff.

Frequency of supervision received

- The output of this position is reviewed daily.

12. *Working Conditions:*

- This job is typically performed under office working conditions with frequent distractions.
- This position may occasionally be exposed to general household cleaning chemicals, excessive noise and the risk of a biting dog.

This job description is not intended to be all-inclusive, and may be altered and/or amended at any time by management. This job description does not constitute a contract of employment, either expressed or implied, nor does it specify employment for a given period of time.

Received By: _____

Date: _____