



THE IRISH BLUE CROSS
ANIMAL WELFARE CHARITY

JOB DESCRIPTION

Job Title: Receptionist for Maternity Cover, 4 months approx.
Based: The Irish Blue Cross, 15A Goldenbridge Industrial Estate, Inchicore, Dublin 8
Responsible to: Head of Veterinary Services, Senior Receptionist

Job Summary:

The Irish Blue Cross is currently recruiting for maternity cover for the position of Receptionist. The Receptionist plays a vital role in the daily activities of The Irish Blue Cross. Our receptionists are the first point of contact for clients. The successful candidate will be professional, hard-working, diligent and conscientious and he/she will have excellent organisational and interpersonal skills.

Key Duties and Responsibilities for Receptionist:

Daily Duties:

- Handle and sort incoming post.
- Check the correct voice-mail greeting is activated on the phone system both morning and evening.
- Ensure reception is attended at all times and that another member of staff covers your breaks.
- Check the voicemail frequently to ensure all clients are called back promptly.
- Answer the phone and return calls with excellent phone and personal communication with clients.
- Book appointments and ensure the diary appointments are well organised.
- Advise clients of the consult procedure at either the Inchicore Clinic or Mobile Clinics when booking appointments.
- Ensure all clients attending appointments are not currently unwell or showing symptoms of Covid-19.
- Send reminders to clients for the following day's appointments.
- Confirm all surgical appointments for the following day and week and ensure clients are aware to fast their pet and of the estimate for the procedure.
- Liaise with clinic staff throughout the day and monitor that appointments are running on schedule.
- Greet/check in clients on arrival and check their eligibility. Update eligibility on their file

- Confirm eligibility of any new clients when booking appointments and note their eligibility on file.
- Ensure the reception door is kept closed at all times, this is in the interest of staff safety and data protection.
- Ensure clients sign all relevant forms required for their pets procedure that day and that they are aware of the procedures when animals are hospitalised.
- Take medication orders from clients and put these orders onto the nurses medication list.
- Take payments from clients and cash off the payment on their file.
- Adhere to cash handling procedures and ensure cash is correctly counted and recorded.
- If there is a discrepancy in the cash please note what the cash should be, the actual cash, what you have done to try find the cash and please notify Head of Veterinary Services or a member of management.
- Keep reception clean and tidy and keep the waiting room clean and free from noxious odours. Be vigilant at all times and clean any accidents or spillages as promptly as possible and place the Do Not Slip Sign if there is any wet area.
- Check toilets and warehouse especially after clients and visitors depart to ensure that all is in order and empty any bins required.
- Ensure there is good stock of disinfectant, tissue, poop bags, gloves and any other products required for cleaning any accidents. Notify the person who does the orders if something is running low.
- Liaise with suppliers regarding any queries or issues with deliveries or services.
- Instruct suppliers to deliver goods to the designated areas within the premises.
- Notify the appropriate department of any deliveries – fundraising, stationary etc. to ensure all deliveries are attended to.
- Notify the nurse on duty immediately when the Veterinary Supplies order arrives and ensure any cold storage Veterinary Supplies are immediately unpacked and correctly stored.
- Adhere at all times to our codes of practice on health and safety, hygiene, reporting incidents, confidentiality and data protection.
- Adhere at all times to our Covid-19 protocols.
- Ensure there is clear handover of information for the receptionist on duty the following day. If there is anything to be followed up on please leave a note for the staff on duty the following day.
- Retrieve history records for clients as required in line with GDPR procedures.

Key team Responsibilities:

- Communicate professionally at all times with staff and clients.
- Work closely with the veterinary and administration team to deliver the best possible quality customer service to clients.
- Follow in house procedures with regards to escalating situations either on the phone or in person.
- Work as part of a team to support other staff members in their roles.
- Work with the veterinary team to educate clients on responsible pet ownership.

Other duties:

- Adherence to Health & Safety standards notifying the Health & Safety Officer of any issues or hazards arising.
- Strict adherence to clinic hazardous material protocols.
- Attend Health & Safety, Data Protection and other relevant training sessions.
- Assist clinical staff in Inchicore with daily laundry, cleaning etc.
- Assist and support the manager, staff and volunteers in achieving the overall aims of the organisation.
- Ensure neat and appropriate stock storage and assist with periodic stock takes.
- Make sure to always provide non-veterinary based advice or assistance to clients.
- Ensure effective flow of factual information from front of house to back of house to the other members of the veterinary team.
- Ensure all clients attending have been screened for Covid-19, are not unwell, are not a close contact of someone diagnosed with Covid-19 and have not been advised to isolate.
- Ask clients that have pets with suspect infectious cases e.g parvo, kennel cough etc. to wait outside until they are called by the vet. Always inform the clinical staff if you suspect such infectious case. Reception area and corridors will need to be thoroughly disinfected after any such case please check this with the vet on duty.
- Report any broken or damaged equipment to management
- Report any problems that may arise in relation to reception or front of house that may impact on personal safety and security.

Essential Qualities and Competencies:

- Experience working in a veterinary setting
- Relevant QQI/FETAC course
- Professional and ethical
- Good communication skills both oral and written - essential for dealing with clients and working as part of a team
- Good computer skills including accurate data entry
- Good time management skills with the ability to work to deadlines in a fast paced environment and to organise and prioritise workloads
- Ability to use initiative
- Good attention to detail
- Good work ethic and willingness to learn
- Friendly manner, excellent telephone manner and commitment to providing excellent customer service
- Ability to follow direction and comply with Health & Safety and Security & Insurance requirements and protocols
- An ability to learn and understand medical terminology and procedures

Desirable Criteria:

- Experience with cash handling procedures
 - Experience working in a reception environment
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Contract terms and conditions:

The hours of work are 60 hours over 2 weeks. The shift pattern is on a 2 week rotation.

Week 1

Tuesday 7.30am – 7.30pm (11 working hours, 1 hour unpaid lunch break, 15 minute morning break and 15 minute evening break)

Wednesday 7.30am – 7.30pm

Thursday 7.30am – 7.30pm

Week 2

Monday 7.30am – 7.30pm

Friday 7.30am – 7.30pm

Saturday 9am-2pm

The role may have some extra hours. A flexible approach to working hours is required.

Salary: Commensurate with experience

How to apply for this position

To apply please send your CV and cover letter in the strictest confidence to:

una.otoole@bluecross.ie

The Irish Blue Cross is an equal opportunities employer.

This job description is intended to outline key duties and responsibilities for this position. It is not intended to be an exhaustive list of all duties, responsibilities and activities required.

About the organisation

The Irish Blue Cross is an animal care charity (Registered Charity No. 20007959), founded in Ireland in 1945, well known for the provision of pet care amongst the least well off pet owners in the Dublin region. Our teams deliver in the region of 27,000 veterinary treatments and procedures annually at our ten mobile veterinary clinics and the main Inchicore Clinic. Our vets ensure pets are restored to best health and receive the preventative care they require to prevent disease.

The Irish Blue Cross horse ambulance service operates at all Irish race meetings and at main equestrian events such as the RDS Horse Show, Ballindenisk and Tattersalls International Horse Trials each year. Our operatives work closely with veterinary officers to assist horses that become injured or require assistance during the course of racing or eventing.

The Irish Blue Cross operates its main office and small animal facilities at 15A Goldenbridge Industrial Estate, Inchicore, Dublin 8.