



THE IRISH BLUE CROSS
ANIMAL WELFARE CHARITY

Job title: Receptionist

Contract: Permanent, part-time time

Hours/based on a 2-week rota:

Week One: 07:30am – 7:30pm Monday and Friday & Sat. 9.00am – 2.00pm

Week Two: 07:30am – 7:30pm Tuesday, Wednesday, Thursday

Salary: Commensurate with experience

Location: Inchicore, Dublin 8

About The Irish Blue Cross

The Irish Blue Cross is a long-established Dublin based animal welfare charity.

Our mission is to offer affordable veterinary care to eligible owners, promote welfare and responsible pet ownership and alleviate the suffering of animals.

About the role

Reporting to and working closely with our Head Of Veterinary Service and Senior Receptionist, you will be responsible for the front-of-house and day-to-day reception duties and responsibilities at our Inchicore Clinic. You will work with the team in ensuring that as many pets as possible receive the benefit of our services through organising a busy appointments system and responding to a high volume of calls for our service, which targets eligible clients.

About you

You will have the skills and experience required to join our paced veterinary clinic or have a keen interest in progressing your career in this area. As receptionist you are the first point of contact for clients. You will be professional, hard-working, diligent and conscientious and have excellent organisational and interpersonal skills. This role also involves assisting with mobile clinic duties.

You will have a positive, flexible, and caring approach towards The Irish Blue Cross, its teams, clients, and their pets.

Daily Responsibilities and Duties:

- Handle and sort incoming post
- Check the correct voice-mail greeting is activated on the phone
- 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
- Send reminders to clients for the following day 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 receptionist's door is securely closed in the interest of safety and data protection
- Ensure clients sign all relevant forms required for their pets' procedure on the day and that they are aware of the procedures when animals are hospitalised
- Take medication orders from clients and put these onto the nurses' medication list
- Handle payments from clients and record payments on their file
- Adhere to cash handling procedures to ensure cash is correctly counted, recorded and that it balances
- Maintain a clean, tidy and fresh reception/waiting area and ensure bins are emptied
- Be vigilant at all times and clean any accidents or spillages as promptly as possible and place the Do Not Slip Sign near any wet area
- Check toilets and warehouse regularly to ensure they are in order
- Ensure there is sufficient stock of disinfectant, tissue, poop bags, gloves and any other products required for cleaning any accidents. Notify the person who places 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, stationery etc. to ensure all deliveries are attended to
- Notify the nurse on duty immediately when medical orders arrive and ensure any cold storage medicines 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
- Ensure there is a clear handover of information for the receptionist on duty the following day. If there is anything to be followed up leave a communication for the staff on duty the following day
- Retrieve history records for clients as required and in line with GDPR procedures

Core Responsibilities and Duties as Team Member:

- 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 complaints or any escalating issues either on the phone or in person
- Work as part of a team to support other staff in their roles
- Work with the veterinary team to educate clients on responsible pet ownership

Other Duties:

- Assist with mobile clinic duties including but not limited to cleaning and stocking the mobile clinics, counting the cash from the previous night's mobile clinic, compiling statistics from the mobiles onto a spreadsheet
- 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 management, 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 only 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
- Ask clients with pets suspected of infectious disease, 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 an infectious case. Reception area and corridors will need to be thoroughly disinfected after any such case and 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 could impact on personal safety and security

The above list is non exhaustive

Essential Qualifications, Skills, and Experience:

- Experience working in a veterinary setting with a professional and ethical approach
- Relevant QQI/FETAC course
- Good communication skills both oral and written which are essential for dealing with clients and working in a team
- Good computer skills with a high level of data entry accuracy
- Good time management skills with the ability to work to deadlines in a fast-paced environment and ability to organise and prioritise a workload
- 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 working in a reception environment
- Experience with cash handling procedures

Our benefits:

- 25 Annual Leave Days
- Canteen facilities
- Free Car Parking
- Bike to Work Scheme
- EAP
- Sick Pay
- Annual Reviews
- Option to enter The Irish Blue Cross Staff Pension Scheme after one year. Employer contribution 6% of salary pa and employee contribution minimum 5% of salary pa.

How to apply

Please submit your CV with a covering letter highlighting your relevant skills and experience and why this position is suited to you.

Email the CEO: chris.conneely@bluecross.ie

We will be considering applications as we receive them.

Our Core Values and What They Mean

Integrity. We act in an ethical, transparent, and honourable way.

Dynamic. We are ambitious and optimistic, striving for success.

Responsible. We are proud of our professionalism and hold ourselves accountable for the work we do.

Fair and Reasonable. We aim to be consistent and treat everyone equally.

Compassionate. We believe in showing respect and kindness and we aim to be supportive and caring in all that we do.

The Irish Blue Cross is an Equal Opportunities Employer