



Butler Veterinary Associates, Inc.

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Serving the community since 1992

Name: _____

Today's Date: _____

Address: _____

Home Phone: _____
Other Phone: _____

POSITION APPLYING FOR:

Technician Tech Assistant Receptionist Kennel Attendant

30-40 hours per week 10-29 hours per week Seasonal for _____

Weekends Only Evenings Only Daylight Only Available all hours
Possible end time of 9 PM Possible start time of 7:30 AM 7:30 AM - closing

Salary Expectation: \$ _____/hr

WORK HISTORY (begin with most recent):

Job Location: _____ Dates: _____

Address & Phone: _____

Supervisor: _____

Position/Title: _____

Duties: _____

Reason for leaving: _____

Job Location: _____ Dates: _____

Address & Phone: _____

Supervisor: _____

Position/Title: _____

Duties: _____

Reason for leaving: _____

Job Location: _____ Dates: _____

Address & Phone: _____

Supervisor: _____

Position/Title: _____

Duties: _____

Reason for leaving: _____

EDUCATION:

High School _____ Graduated: () Yes () No () GED Date:
College _____ Graduated: () Yes () No Date:

Please give us **5 attributes** that you can consistently bring to our hospital that will make you indispensable:

Please describe your experience with animals and animal care taking:

Please review the JOB DESCRIPTION – are there any aspects of the job you have questions about? That you are unsure of? That you have concerns about?

Have you ever been convicted of a felony? (If yes, please explain)_____

I am giving my consent to permit Butler Veterinary Associates to conduct a background check on the information I have provided. I release previous employers, schools and any agents acting on behalf of the company or school from any and all liability relating to any investigation of the information contained in this application. _____ initials

I understand that no promises regarding continued employment have been given to me about this job. If I am offered this position, I have the right to be terminated at will, with or without cause or notice, and I may resign at any time. _____ initials

I certify that the information contained in this application is correct. If the company determines that any of the information submitted in this application is false, I shall be immediately disqualified from consideration for employment and/or discharged from employment in accordance with company policy.

Applicant's signature: _____ Date: _____

JOB DESCRIPTION

RECEPTIONISTS

Job Summary: The receptionist is usually the initial contact with the client and must represent the organization in a professional, caring and knowledgeable manner. Must be familiar with and communicate care of the pet, client education and attention to medical detail. Provides excellent communication between clients and staff. Performs a variety of electronic and record keeping procedures to ensure that pet care is complete, proper, and that clients are charged appropriately.

Essential Duties & Responsibilities: These include the following duties; however, other duties may be assigned.

- To provide the best quality compassionate veterinary care.
- To educate yourself and our clients so that we can make informed decisions.
- To treat all patients, clients and teammates with respect and dignity.
- To promote an awareness of veterinary medicine and its importance to the community.
- To participate in various team projects (submit new ideas and supervise projects)

a) Reception area-

- Greet clients and pets by name
- Inform clients of expected waiting time if the doctor is behind schedule
- Answer questions regarding proper use of and benefits of products
- Maintain appearance and cleanliness of the reception area
- Re-stock products, office supplies, client education material, etc.

b) Telephone-

- Schedule appointments and inform clients of credit policies
- Respond to routine medical care questions
- Provide cost estimates
- Answer questions regarding the status of hospitalized animals
- Take messages for doctors and obtain as many details as possible
- Contact scheduled appointments with reminder of time and required care
(ie withholding of food and water, stool samples)
- Re-schedule missed appointments
- Contact post-surgery clients for progress report on patient's condition
- Contact outpatient appointments for follow up on progress

c) Files-

- Pull client charts for daily scheduled appointments
- Update existing file or collect necessary information to prepare a new file
- Complete consent forms and verify client and patient information
- Provide client education materials, vaccination schedules, certificates, etc.
- Prepare invoices and receive payments
- All filing, including paid invoices, radiographs, lab reports, and correspondence

Receptionists Continued

d) Correspondence-

- Mail client reminders for physical examinations, vaccinations, etc.
- Prepare condolences and other correspondence for the hospital
- Copy and mail patient records at client request
- Prepare and mail correspondence for BAI

e) Financial-

- Reconcile cash drawer daily and deposit funds
- Print daily and monthly computer reports
- Monitor returned checks and overdue accounts

f) Housekeeping-

- General housekeeping to maintain safety and cleanliness of the hospital
ie., sweep, mop, dust, restock, organize, shovel, salt

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education:

High school diploma or equivalent required, work experience with a licensed veterinarian and/or graduate of secretarial program preferred.

Knowledge and skills:

Must possess excellent written and oral communication skills. Must understand and have a good working knowledge of job related technology, medical terms and procedures. Must have ability to work independently, follow instructions, work well with others and give attention to detail. Must possess general computer skills and be able to operate organization's computer programs.

Physical demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to use hands, handle objects, tools or controls, and reach with hand and arms. The employee frequently is required to stand and sit. The employee is required to walk, stoop, kneel and talk and hear. The employee must regularly lift and/or move up to 40 pounds, and occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception and the ability to adjust focus.