

Available Student Reception Position

Purdue University Veterinary Hospital
Small Animal Hospital

To all those interested:

The Small Animal Hospital is currently hiring for student receptionists in the Veterinary Hospital. I will be hiring 2 or 3 candidates and on the next page you will find a list of some of the responsibilities qualified applicants would be responsible for.

The position is part-time, with 12-30 hours per week. Shifts vary and are mostly evenings and weekends. **The hospital operates 24 hours a day, 365 days a year, so weekends and holidays (even over breaks) are mandatory.**

Please find my email below. If you wish to be considered please forward me your resume with your availability and a copy of your class schedule.

I am hoping to begin the interview process as early as January 14, 2021, depending on when resumes start coming in. Due to COVID-19, interviews will be conducted virtually instead of in person.

Thank you!

Sincerely,

Cynthia Ralston

Cynthia Ralston
Reception Manager
Purdue University Veterinary Hospital
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Hospital Main Phone – (765) 494-1107
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Student Receptionist Position – Purdue University Veterinary Hospital

The Student Receptionist Position at the Small Animal Hospital is a position for evenings/weekends and are responsible for the following Customer Service Areas:

- **Phones**
 - Staff must be able to competently answer incoming Emergency phone lines and handle the calls appropriately.
 - Responsible for taking appropriate messages for all departments
 - Transferring incoming calls to appropriate personnel for all departments
 - Overhead page as needed to notify the student/tech/clinician that client is on the phone, for all departments
 - Speak with referring veterinarians and transfer to Emergency department
- **Front Desk**
 - Staff must be able to competently check clients in and out
 - This involves taking final payment or deposits as needed via cash, check or charge
 - Overhead paging appropriate student/tech/clinician to let them know client is here
 - Obtaining accurate information for the computer system and Client Agreement
 - Staff must find appropriate pet food for clients and receive payment for the food
 - Staff are to collect payment for prescriptions and obtain appropriate signatures
 - Staff must be able to ascertain the level of emergency for clients who come in with a critical animal and get proper paperwork completed
 - Occasionally add appointments to the schedule
- **Records**
 - Staff must be able to put records together appropriately for the Emergency department
 - Break down charts
 - Fax documents
- **Bills**
 - Staff must be able to competently enter charges in to the computer system
 - Must be able to make corrections on their own
 - Do physical census
- **General Cleaning**
 - Staff is responsible for cleaning up after animals if they make mess in lobby
 - Light cleaning, such as cleaning counters and tables in the lobby