



**Title:** Clinic Receptionist

**Department:** Community Engagement

**Reports to:** Director of Community Engagement & Volunteer Manager

**Updated on:** 4/5/2016

**Status:** Volunteer only

**Hours:** Monday, Tuesday, Thursday, Friday, & Saturday, 9:30 am – 5:00 pm.

**Brief Description:**

Responsible for providing initial contact to the public; whether on the phone or in person. Provide prompt and exceptional service to Tulsa SPCA customers and staff on a daily basis. Answer phone and emails; transfer and forward to appropriate staff, answer questions from customers. Greet customers arriving in reception area and connecting with appropriate staff based on their needs.

**Responsibilities:**

- Meet Mission & Vision of Tulsa SPCA.
- Comply with all Tulsa SPCA policies and procedures, including a high standard of dependability for promptness and attendance.
- Provide each guest with the best possible customer service.
- Open and close reception area each day.
- Actively engage members of the public when they arrive on-site or call, connect them with appropriate staff based on their needs.
- Check phone messages; return calls or transfer to appropriate staff member.
- Check email messages; reply or transfer to appropriate staff member.
- Answer basic operational inquiries: hours of operation, directions to shelter, shot clinic information, Tulsa SPCA event schedules, and lost pet inquiries.
- Assist Volunteer department with Community Service program: paperwork and signing in new workers.
- Assist Director of Operations with any inquiries of employment: employment applications hand out to interested parties.
- Keep reception area neat, organized, and clean. May be necessary to clean any spills, accidents from pets; including pet waste.
- Handle monetary and non-monetary donations and tax documentation forms. Handle any sales of items offered in reception area. Notify staff of donations items in front lobby to be removed.
- Collect mail and courier deliveries; date-stamp mail and distribute to administrative secretary. Insure packages are delivered to appropriate departments.
- May assist with mailings and sorting of various paperwork.
- Contribute to the success of the Tulsa SPCA by identifying and assisting with opportunities to improve successful outcomes.
- Take initiative to remain busy, seeking additional work during slow periods.

**Qualifications:**

- Minimum of a High School diploma or State Equivalency certification required.
- Must exhibit strong interpersonal and customer service skills; along with excellent verbal and written communication skills.
- Must exhibit strong skills of organization, decision making, attention to detail, and task orientation.
- Experience and knowledgeable with Windows based PC's, including general office software required. Capable of learning new database systems. Use of copy and fax machine.
- Be proficient in use of a multi-line phone system.
- Availability to work varied shifts and extended hours as required.
- Flexible and adaptable to fast paced environments, and stressful situations.
- Multi-task and self-starter, ability to learn quickly.
- Must remain professional, calm, polite, friendly and empathic at all times; even during stressful situations.
- Fluent in Spanish a plus; but not a requirement.

**Working Environment:**

- Volunteer will work inside in an office setting; minimal outside work.
- Exposure to odors, wet, humid, and dusty conditions, and airborne particles, fur, hair, animal waste, and various cleaning chemicals and supplies.
- May be exposed to sick, injured, and vicious animals.
- Ability to bend, walk, reach, push, pull, and sit for extended periods of time. Ability to hear, talk, and use hand dexterity, specific vision abilities required to include close vision and ability to adjust focus.
- May use various cleaning supplies.