



## Job Description

### JOB TITLE: Clinic Services Clerk

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Apply for this opening by clicking here: [Job Application Link](#)

**FLSA:** Non-Exempt (hourly)

**REVISED:** March 7, 2017

**REPORTS TO:** Clinic Services Supervisor

**SUPERVISES:** None

#### Position Summary:

Responsible for counter transactions which include but are not limited to cashier duties, working with the public in person or over the phone, scheduling appointments, answering general questions, and completing general paperwork.

#### Essential Duties and Responsibilities:

- Greets customers in an appropriate manner as they enter facility and directs customer to the proper department or person.
- Answers customers' questions and provides accurate information about The Animal Foundation's policies and procedures.
- Sets appointments for spay & neuter clinic and confirms appointments the day before.
- Maintains individual bank for transactions.
- Enters accurate and complete information for each transaction into Chameleon, and issues receipts, refunds, credits, or change due to customers according to company policy and procedures.
- Receives payments by cash, credit or debit card, or voucher.
- Prepares accurate reconciliation of day's financial transactions at end of shift.
- Files forms as needed.
- Ensures that the lobby area is neat and clean.
- Ensures that all necessary forms, rabies tags and license tags are available and in adequate supply.
- Ensures that all brochures and information packets are displayed and that there is an adequate supply available.
- Answers incoming telephone calls professionally and provides accurate information to clients.
- Checks voice mail messages throughout day and makes follow-up calls.
- Wears company uniform shirts and otherwise dresses appropriately and professionally to project a positive image to the public.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Performs other duties as assigned.

#### Education and Experience Requirements:

- Equivalent to a High School diploma.
- One (1) year of clerical or administrative experience.

**License & Certification Requirements:** None



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#### Required Knowledge and Skills:

##### Knowledge of:

- Principles and practices of customer service.
- Financial and accounting policies and procedures.
- Financial record keeping and bookkeeping practices and techniques.
- Basic practices of reviewing financial documents for completeness and accuracy.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Record keeping principles and practices; basic computer applications related to the work.
- Techniques for dealing effectively and professionally with co-workers and the public, in person and over the telephone.
- Correct business English, including spelling, grammar and punctuation.
- This position requires proficiency in speaking Spanish, as well as English.

##### Skill in:

- Customer service and telephone etiquette.
- Working well under pressure in a very fast paced, stressful environment, while maintaining a calm professional manner.
- Projecting a positive, upbeat and personable demeanor.
- Attention to detail.
- Making accurate arithmetic calculations.
- Reviewing financial documents for completeness and accuracy.
- Understanding and following oral and written directions.
- Reviewing, posting, balancing and reconciling financial records.
- Maintaining accurate financial records and preparing accurate and timely reports.
- Use of business software and associated computer hardware.
- Communicating effectively in oral and written forms.
- Working without close supervision in standard work situations.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Communicating, relating and interacting with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

#### Working Conditions and Physical Effort:

Physical ability and mobility to work in a typical office setting. Strength to lift and/or move materials weighing up to 10 pounds frequently, 30 pounds occasionally. Vision to read printed materials. Stamina to sit and work with computer for an extended period of time. Hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Job incumbent is continuously exposed to animals, animal waste, potentially harming cleaning chemicals, high noise and potentially hazardous conditions, including the risk of animal bites.



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All employees work in a culture of continuous improvement and are expected to support our mission. Employees must be able to clearly articulate our goals, actively participate in outstanding customer service, and accept responsibility for maintaining our culture of philanthropy.

***This job description is intended to describe the general nature and level of work expected of this position. This description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the job.***

Regular work schedule may include Saturdays, Sundays, and holidays.  
Bilingual (Spanish) preferred

I have read and understand the above to be a general description of the duties, physical demands and occupational exposures of the position for which I am being hired.