



Front Office Assistant/Scheduler

Ohio Alleycat Resource and Spay/Neuter Clinic (OAR) is a high-volume, high-quality, low-cost spay/neuter clinic for pet, stray, and feral cats. Spay/neuter surgeries are performed Monday-Friday. OAR seeks enthusiastic staff members who are committed to OAR's mission to reduce cat overpopulation in greater Cincinnati through spay/neuter and adoption. OAR is an Equal Opportunity Employer.

Position:

The Front Office Assistant/Scheduler is primarily responsible for answering phones, including: scheduling clients for daily appointments in our veterinary software; answering clients' questions about the clinic, surgery process and pricing; and referring medical questions to the appropriate staff. The Front Office Assistant/Scheduler will also be trained to do intake and release of patients, and to enter patient data into our veterinary software, and fulfill these duties on an as-needed basis. The Front Office Assistant/Scheduler will not regularly be expected to handle animals, but should be comfortable around animals and handling cats. Physical requirements typically include lifting cats in carriers or traps to be moved throughout the building. Position is full time, four days a week, approximately 7:30am-4pm. No weekends. Non-exempt status. Hourly employee. Reports to Clinic Director. Essential duties of this job are described below. This description does not prescribe or restrict the tasks that may be assigned.

Essential Duties and Responsibilities:

- Answer phones and respond to clients' needs in a professional manner.
- Communicate with clients and other staff in a clear and polite fashion.
- Schedule clients' appointments in veterinary software.
- Interact with and help clients throughout the day.
- Maintain a positive and friendly demeanor even when clients are challenging.

Other Duties and Responsibilities:

- Input data on clients and cats in veterinary software, as needed.
- Help check in and release cats in the morning and afternoon, as needed.
- Input data into donor software, as needed.
- Communicate with supporters via letter, as needed.
- Prepare daily bank deposits, as needed.
- Any other task or duty as assigned or required.

Knowledge and Skill Requirements:

- Commitment to OAR's mission and interest in the animal welfare industry necessary.
- Must interact with clients in a professional, patient, and polite manner on a daily basis – this is a customer-service position!
- Must be able to handle diverse personalities.
- Must be willing to work in a fast-paced environment.
- Prior knowledge of and/or experience with cats strongly preferred.
- Previous experience in a customer-service industry strongly preferred.
- Must be detail-oriented and organized.
- Should have a can-do, resourceful spirit, and be able to problem-solve independently.