



Animal Welfare  
League Qld  
Est. 1959

## COMMUNITY VET CLINIC

### Receptionist – Part Time Brisbane Community Vet Clinic

We are committed to keeping pets and people together. The Brisbane Community Vet Clinic's charter is that no sick or suffering animal is ever turned away, irrespective of an owner's capacity to pay for treatment. This ensures that people never need to face a decision to unnecessarily euthanise or surrender their much-loved companions.

We all share a common passion at the Brisbane Community Vet Clinic. Whether affected by illness or injury, the animals and their families we help, need your compassion. You will wake up every day knowing you'll be helping to keep pets and people together in a fulfilling environment where no two days are the same!

#### **How you'll impact our mission**

Are you looking for a rewarding career? Animal Welfare League Queensland (AWLQ) is currently looking for a part-time vet receptionist to join our fast-paced and state-of-the-art Brisbane Community Vet Clinic. In this role, you'll be responsible for supporting the veterinary team in providing the highest level of customer service and care to our clients and their animals.

You'll be working within a team of highly skilled and passionate veterinary professionals under the banner of one of the most respected brands in animal welfare. If you are passionate about making a direct impact on animal welfare, we'd love to talk to you.

#### **Key Responsibilities:**

- Answer incoming calls with strong professionalism and accurate information.
- Transfer calls to the relevant department.
- Provide strong face to face customer service and facilitate appointment setting.
- Facilitate the admission and discharge of patients.
- Ensure the register balances and is reconciled at the end of each day.
- Assist with preparing invoices and other documentation as well as document management.
- Replacing merchandise in the waiting room store.
- Complete a variety of general administrative duties
- Responsible for opening and closing the reception area, and ensuring it is clean and tidy.
- Comply with all OH&S guidelines to ensure high standards of personal care are maintained
- Ensure issues are addressed and conflicts resolved with a high degree of maintained customer support.

- Answer a broad range of client questions associated with AWLQ and work in accordance with policies and procedures.

This role works on a part-time work-life balance roster on a monthly cycle of 132 hours, working one weekend per month.

### **Key Skills and Experience:**

- Current driver's license.
- Strong experience in a high volume intensive customer service environment.
- A minimum of 2+ years experience in administrative and reception roles.
- Strong communication and interpersonal skills combined with the ability to resolve customer issues.
- Demonstrated affinity with animals.
- Demonstrated ability to work well with all levels of the team and wider organisation.
- Ability to work independently as well as effectively contribute in a team environment.
- Intermediate Microsoft Office Suite and IT systems ability (minimum).
- Strong attention to detail.

The ideal candidate will have a strong administration and customer service background with versatility and maturity in their approach to work.

### **Who are we?**

Founded in 1959, AWLQ has become a trusted leader in animal welfare. We provide a safe haven and second chance for close to 10,000 stray and homeless animals every year. To each one of these animals we welcome through our doors, a promise is made – to never euthanise a healthy, sociable, or treatable animal in our care. We work tirelessly every day to maintain this promise.

In addition to our shelter work, we are committed to keeping pets and people together by providing lifesaving support and resources to people in need with companion animals. We are known for our grassroots and innovative community-based animal welfare work including our community vet clinics, Getting to Zero, Golden Hearts Seniors' Support Program and the National Desexing Network.

### **Why should you join us?**

At AWLQ we offer competitive pay and benefits, including access to an independent Employee Assistance Program, retail discounts and vet discounts. Most importantly, every day you'll play an instrumental role in our lifesaving work.

### **How do you apply?**

Please send your resume and cover letter to [hr@awlqld.com.au](mailto:hr@awlqld.com.au) - AWLQ would like to thank all applicants for applying. Only shortlisted candidates will be contacted.