

Veterinary Front Office Assistant (Experienced) & Veterinary Front Office Assistant Training Program

Job Description: This job is hard! You must be a kind, caring and patient person even when things go wrong or when you get an occasional rude client; we want you to kill them with kindness. There is a lot to do every day. Answer phones, check people in and out and help with the animals, schedule appointments, answer questions, sell products, make a lot of appointment reminder calls, filing records, Facebook Posts, coordinating with the vets and techs, and much more. It is a lot of paperwork, and you need to be organized. You need to like change. You need to be able to change gears quickly. You must be a fast learner and challenge yourself to learn something new every day. You must be a good learner and then a great teacher. Customer service skills are a must. If you get frustrated or overwhelmed easy, this job is NOT for you. If you get angry easy, this job is NOT for you. If you want to be busy and work in an environment that is fast paced while working with people that are deeply passionate about what they do and willing to teach you how to not just be good but GREAT, this job is for you. If you have some experience great. We are interested. If you have little experience that is OK too because we have a Front Office training program; however, a positive attitude every day is a must. No complainers. Plus you need really good computer skills already with programs like WORD, EXCEL, PowerPoint, email, etc... Plus, showing up to work on time every day is a must. Great attendance is a must. This is a full-time position 4 days a week Tuesday-Friday from 7am until about 5pm or so. If you do well, become great at what you do, there are opportunities for you to move up, take on more responsibilities, to grow in your career and make more money.

Hourly Rate: \$9-\$11/hour depending on skill and experience with the opportunity to grow. Also, full time staff members are eligible for yearly bonuses.

HOW TO APPLY: Send your resume to MarkLyden2013@gmail.com. In the Subject Line please enter "OFFICE ASSISTANT OPENING"

Standard Benefits for Full-Time Employees:

1. **4-day work week** (Tuesday-Friday)
2. **Weekends & Mondays OFF plus: No late nights, No On-Call, No Holidays, No after hour emergencies.** Time off, time to rest = better medicine
3. **PTO (Paid Time Off)**
4. **Scrub allowance**
5. **Mentoring / Training / Leadership and advancement opportunities**
6. **Teaching Opportunities**
7. **Generous product and service discounts for your animals**
8. **FREE SODAS and drinks** (tell us what you like, we get it)
9. **FREE SNACKS** (again tell us what you like, and we get it)
10. **Pizza Friday:** We order pizza for the office each Friday
11. **Relocation Assistance** (For DVMs and Certified Techs)

12. **We Find A Way: We will never let an animal suffer in pain due to owners not being able to afford pain medication. We will find a way to help that animal.** Why is this a benefit to you as part of our team? **Simple.** You got into this profession to help...to stop the suffering, and for you to go home knowing an animal is in pain because of the lack of money that will eat at you. It is just not going to happen at our practice. **We don't believe in that.**

13. **Tuition Assistance:** This is on a case-by-case basis but sure we are open to that discussion and have done it in the past for our great employees.

14. **Extra hours opportunities** (when available and only if you want them)

15. **We overstaff every day.** Why this is important to you?...you might ask: Well, how can you teach or learn when every day you show up and you're understaffed? Plus, one person calls out and now you are left doing the work of two or three people! All this does is leads to frustration, exhaustion, and a greater chance for mistakes to be made which is bad medicine. We overstaff our Assistants and Techs by 1-2 each day so you are covered to teach, learn, and be able to get things done the right way.

16. **Most Importantly: We hire for Attitude First, not skills.** We can teach skills. But why this is important to you as a team member is because you know those you work with will help you and have a positive attitude about you and the work. They will work with you as a team. They will teach you and you will teach them. They are not complainers. They show up for work and they show up on time. They treat each other with respect. They will welcome you...because simply put, that is the kind of people we hire and that is the environment all of us want to work in.

17. **Paid Holidays**

18. Extended time off around Christmas/New Years

19. **CE & Licensing expenses for DVMs & Certified Techs**

20. We give our Lead Tech and Front Office Manager **SIGNIFICANT budget to give bonuses/gift cards on the spot when someone goes above and beyond**, or one of the techs does their first jugular stick, or when you make her life easier.... or if you do a great job teaching someone else, or....etc...