



## MEDICAL ADMINISTRATIVE ASSISTANT

### **Function:**

The Clinic Administrative Assistant assists with the administrative duties of the clinic. This position is responsible for scheduling surgical patients and answering phone and e-mail inquiries from clients regarding clinic services.

### **Specific Requirements:**

- Ability to comfortably speak on the telephone and leave voicemail messages when necessary.
- Ability to commit to a schedule of one day per week.

### **Skills:**

- Perform tasks efficiently and with accuracy.
- Ability to be diplomatic and informative.
- Bilingual a plus.

### **Qualifications:**

- Must be computer literate.
- Ability to lift 25+ lbs.
- Comfort with dogs of all sizes and breeds.
- Ability to stand for length of shift.
- Good customer service skills.
- General knowledge of animal care and keeping is preferred but not required.

### **Expectations:**

- Expect to adhere to an agreed upon schedule.
- Contact Supervisor if he/she cannot fulfill said schedule or will be late.
- Ability to work well with clients, staff and other volunteers.

**Training Curriculum:**

- Volunteer Orientation and interview with Volunteer Program Manager.
- ‘On the job’ training with a member of the Clinic Administrative team.

Effective Date 1/2019

Approved CK

**“Big and small, we save them all!!”**