

RECEPTIONIST POSITION

part-time – Mesa location



ALTERED TAILS
BARNHART CLINIC
Affordable Spay + Neuter

WHO WE ARE: Altered Tails Barnhart Clinic is Arizona's largest non-profit high-quality, high-volume spay/neuter clinic. We perform over 15,000 surgeries per year across two clinics, helping community pets, rescue organizations, and outdoor cat colonies. We work with multiple outreach programs to help serve all pets and their people with affordable options.

POSITION AVAILABLE: PART-TIME RECEPTIONIST – 7:00 am to 12 pm shift

MESA LOCATION: Open four days a week: 7:00 am - 5:30 pm, Tuesday – Friday, and one Saturday a month. No nights or remote calls!

WHO WE ARE LOOKING FOR: An enthusiastic, well spoken, dependable person seeking part-time hours to help both the public and fellow team members.

RESPONSIBILITIES: This role works alongside team members to assist in the clinic's morning routine, including - Assisting clients with paperwork during morning check-in between 7:00 am - 8:30 am, returning communications from the public (emails/text/calls), answering incoming calls, scheduling appointments, invoice preparation and more. This position does not require animal handling.

QUALIFICATIONS:

- Excellent customer service, communication and organizational skills; communicating with the public, daily, in a professional, courteous manner.
- Ability to multi-task and work in a fast-paced environment including answer multiple phones.
- Bilingual (preferred but not required)
- One or more years of experience in a veterinary clinic, veterinary hospital and/or animal shelter. (Preferred)
- Ability to understand and adhere to established policies, procedures, and protocols.
- Willingness to learn computer skills/clinic software system used to communicate with and invoice clients.
- Must be able to learn basic veterinary medical concepts, including but not limited to, spay/neuter protocols, post-operative care, vaccine protocols, and anesthetic risks.
- Must also be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by a veterinarian when needed.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Most importantly, we are looking for someone who works well with others, enjoys a fast-paced environment, is eager to learn, and has excellent verbal and written communication skills.

Potential Exposures:

- Client intake is managed **outdoors**, in a drive-thru/drive-up setting; regardless of weather. Cover from the elements is provided, however, you may still be exposed to heat and/or rain.
- Exposure to loud noise, occasional barking and surgery clinic odors

Thank you for your interest in becoming part of the Altered Tails team!

Please upload your cover letter and resume on website career page or send to Director of Operations, Sarah S. – sarah@alteredtails.org