

Position Description

POSITION DETAILS	
Position Title	Trainee Veterinary Nurse - Reception
Position Classification	Level 1
Department & Business Unit	Operations, Animal Health
Manager	Veterinary Nurse Team Leader
Organisational Context	RSPCA Victoria is a non-government, community-based, not-for-profit organisation whose vision is 'ending cruelty to all animals'. We are Victoria's best-known and most respected animal welfare organisation. Our organisation's purpose is, with the community, to achieve outstanding animal welfare through education, advocacy, and animal care and protection. RSPCA Victoria's values – clarity and accountability, respect and consideration, and expertise and collaboration – set clear expectations for all our staff and volunteers as they work together, and with the community.
Position Purpose	To deliver a high standard of customer service within a veterinary clinic and animal shelter environment. To ensure the day-to-day operations of the veterinary reception area are effective, efficient, and aligned with RSPCA Victoria's vision, purpose, and values.

POSITION RESPONSIBILITIES
• Provide a high-level of customer service to clients, including acting as the primary greeter when a client arrives in the waiting area. • Manage the day-to-day operations of the veterinary reception area, which includes but is not limited to: ○ Ensuring the waiting room is flowing smoothly and that clients are not waiting for extended periods of time, without adequate reason. ○ Ensuring unconfirmed consultations are confirmed prior to the scheduled appointment time. ○ Ensuring surgery bookings and admissions run smoothly, assisting the theatre nurses where required. ○ Answering client and vet enquiries efficiently and positively, including providing a response in a timely manner if unable to answer at the time. ○ Monitoring all clinic emails to ensure they are actioned or assigned to someone as soon as possible after being received. ○ Answering client phone calls, answering general enquiries, and scheduling appointments. ○ Restocking and rotating food and retail items. ○ Maintaining a high level of cleanliness in both the reception and waiting area. ○ Administrative duties as directed, and including microchip forms, daily mail run, stocking stationary, Customer Logic Vet processes etc. • Develop and maintain a high level of knowledge with respect to products available within the veterinary



clinic.

- Assist with information and provide guidance to both clients and RSPCA team members regarding RSPCA internal processes, such as adoption health cover, pet insurance, Well for Life, client orders, stray animals etc.
- Triage patients that are in distress or are presented as an emergency to ensure they receive appropriate care in a timely manner.
- Work effectively and collaboratively with the Senior Clinic team (Business Manager, Senior Veterinarian, Nurse Team Leader) and direct supervisor to ensure a high level of service delivery to both clients and other departments within RSPCA Victoria.
- Train and guide new team members in the reception role as required.
- Contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with peers across all departments, and consistently behaving in accordance with the RSPCA Victoria values and associated policies.
- Takes reasonable care for the safety of oneself and others, whilst contributing to safe work practices at RSPCA Victoria by knowing and complying with all WH&S policies and procedures.

POSITION CAPABILITIES

Capability	Level	Description
People Leadership	Active Contribution	Supports their team and actively contributes to the achievement of team goals.
Activity & Results Focus	Quality, Safety & Detail	Works in an organised and efficient way to achieve aims and provides feedback on safety and process improvements.
Knowledge & Communication	Listens & Shares	Communicates factual and relevant information at the right time and asks questions to gain clarity before acting.
Relationships	Respectful & Cooperative	Maintain respectful, cooperative relationships within teams and others in line with our values and team goals.
Personal Leadership	Resilience, Wellbeing & Growth	Consistently acts in accordance with RSPCA Victoria's values; Maintains personal wellbeing and resilience; self-aware, open to feedback, displays a willingness to grow and change.
Technical	Animal Handling and Behaviour	Effectively work with animals to provide quality care, enrichment, hygiene and husbandry to contribute to the best possible welfare outcomes for animals in our care.
	Shelter Operations	Understands and adheres to all relevant standard operating procedures to ensure work practices are consistent with the Code of Practice and other organisational and legislative requirements, including actively contributing to reducing length of stay for animals in our care.
	Animal Health and Rehabilitation	The ability to accurately observe, report and support animals to receive appropriate care, including adhering to the required standard operating procedures to ensure infection and disease control.



POSITION REQUIREMENTS	
Required	• Previous experience in a customer service role, preferably in the veterinary industry or animal welfare sector. • Exceptional customer service and administration skills with a proven ability to maximise operational efficiency. • Strong communication skills with the capability to build effective working relationships across multiple departments. • Ability to stay calm and controlled under pressure with respect to dealing with difficult clients. • Ability to work in a fast paced and challenging work environment, whilst showing great care and compassion. • Demonstrated experience working collaboratively in a team environment. • The ability to work rotating rosters including weekends and public holidays.
Desirable	• An interest in obtaining Cert IV in Veterinary Nursing. • Conflict or dispute resolution training or experience. • Previous experience in Clinic Reception work. • Knowledge of medical, pharmaceutical, and veterinary terminology. • Mental Health and Wellbeing / Resilience training or experience.
Recruitment Requirements	• Position requires a current tetanus vaccination.

