BOARD OF REGENTS
STATE OF IOWA

REGENT MERIT SYSTEM

Class Title: Veterinary Teaching Hospital Assistant I   **Class Code:**   1601

Pay Grade: 505

GENERAL CLASS DESCRIPTION:

Under direct supervision, answer the telephone at Veterinary Teaching Hospital. Enter data into client & patient software system. Assist Veterinary students and doctors in locating medical documents and other client information.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1.   Answer all incoming calls to the Veterinary Teaching Hospital using a multi-line telephone; route these calls to the correct service, doctor, student or staff member. Use paging system to alert appropriate staff to the call. Answer routine questions regarding appointments or directions to the hospital.

2.   Take and deliver complete messages if recipient is not available for the call. Look up and provide medical record number or other relevant information.

3.   Enter data into client and patient software system.

4.   Distribute discharge information sheets to referring veterinarians. Prepare client and referring veterinarian survey envelopes. Deliver prescription and food orders and retrieve animal supplies.

KNOWLEDGE, SKILLS, AND ABILITIES:

1.   Ability to communicate on the phone and in person with individuals in a variety of situations in a positive and helpful manner.

2.   Ability to maintain confidentiality of medical records.

3.   Ability to work in an environment that houses and heals sick animals.

4.   Ability to come in contact with animals.

5. Ability to work in an environment with animal noise, animal odors, animal dander and hair and animal excrement and blood.

6. Ability to assess emergencies and refer situations to appropriate hospital staff.

7. Ability to utilize veterinary client and patient registration system.

8. Ability to enter data with speed and accuracy.

9. Ability to retrieve files and pet supplies.

10. Ability to carry/hold/restrain animals.

MINIMUM ELIGIBILITY REQUIREMENTS:

Any combination of customer service or receptionist experience or related post high school education that totals 6 months.

Data entry skills.

EFFECTIVE: January 1, 2006

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