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Fall River, MA 02720  
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## **Animal Rescue League of Fall River Sylvan Animal Clinic**

**Job Title:** Front Desk Customer Service Rep/ Vet Tech Assistant  
Full Time/ Part Time

**Reports to:** Clinic Front Desk Supervisor/ Head Technician

**Summary:** Looking for an energetic, highly motivated, dependable team player to complete our health care team for a busy Sylvan Animal Clinic in Fall River. The candidate must have good people, phone, organizational, and computer skills. The individual must be professional, compassionate, and exceptional communication skills, and have knowledge of veterinary jargon. **Animal restraining skills a plus.** Must be computer literate and understand database software.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- All phases of the front desk operation
- Answering phones
- Making appointments and recording the information accurately
- Greeting clients as they enter the clinic
- Answering client questions
- Filing/ Data entry
- Handling payments and accurately recording them
- Calling in prescriptions to pharmacy
- Making reminder calls to clients
- Keeping clear and accurate veterinary records and history in database
- Preparing accurate end of day reports for the bookkeeper's use
- Provides veterinary records for each appointments
- Maintains a clean and organized work area
- Assist with animal intake and release
- In Clinic, animal restraining skills to assist Veterinarian a plus

**Qualifications:** To perform this job successfully, an individual must be able to perform each task satisfactorily. Good customer service is a must. Must be computer literate. Must be well-organized and comfortable working in a fast pace. Ability to communicate in Portuguese is helpful but not a requirement.

**Education and experience:** High school degree or GED equivalent plus two years or more experience in a similar environment.

We provide benefits, and opportunities for advancement. Salary commensurate with experience. If this sounds like you and you want to join an awesome team, then email resume to [John@ARLFR.org](mailto:John@ARLFR.org) or send resume to: ARLFR, 474 Durfee Street, Fall River, MA. 02720  
Attn: Director.



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