



POSITION DESCRIPTION

RECEPTIONIST/ VETERINARY NURSE – PART TIME

- *Are you passionate about delivering exceptional customer service?*
- *Are you motivated by helping us to deliver exceptional animal care?*
- *Do you have excellent people skills and phone manner?*
- *Are you looking to break out from the traditional clinical environment?*
- *Do you seek greater flexibility and work life balance in your professional life?*
- *Are you excited about being part of a new, growing, future-focused business?*

Welcome to Wet Noses Mobile Vet - www.wetnoses.com.au

ABOUT US

Wet Noses Mobile Vet is a rapidly growing mobile Veterinary business. Wet Noses is based on the Gold Coast, Queensland and currently services the Gold Coast and surrounding areas.

Our vision is to revolutionise pet and animal care, and we are passionate about delivering on our core promise – “We Give Your Pet The Attention It Deserves.”

Wet Noses brings the most professional and comprehensive veterinary service into peoples' homes.

Our services are delivered via our world-class, fully equipped mobile Veterinary vehicles. Supporting this service is market leading, cloud based veterinary software and best practice systems, processes and procedures.

The Veterinary team is backed by administration; marketing and Vet Nurse support, enabling the Vets to focus entirely on exceptional service delivery and animal care. We have established extensive networks with local vet clinics, which allows referral of cases beyond our mobile capability (e.g. emergency care & surgery).

Wet Noses understands the importance of work life balance, and offers a fun, supportive environment with an excellent team culture. Our head office environment is without a doubt the benchmark for all future working environments - you have to see it to understand what we mean!

ABOUT THE ROLE

This is your opportunity to work for a growing and exciting Veterinary Business with above average industry remuneration and the opportunity for flexible working arrangements depending on your circumstances and the needs of the business.

No two days, and no two clients are ever the same. One of our primary points of difference is our exceptional (and industry benchmark) customer service standard. This all starts from the very first moment a client makes contact with us, and is carried through every level of our service delivery. Our clear goal is to create a client for life, and to make them feel part of the 'Wet Noses Family'.

This role will suit a hardworking, customer focused, proactive and fun professional - someone who wants to treat this business as if it were his or her own.

In this exciting role, you will work closely alongside our Veterinarians and Support Team and will be the initial point of contact with all new and existing clients across the greater Gold Coast region.

KEY TASKS AND RESPONSIBILITIES

The role offers an excellent long-term career opportunity and plays a critical part in our future growth plans.

- Learn and master all key systems and processes relating to service delivery
- Be the primary answer point for all incoming calls
- Receive and respond to email, social media and website enquiries
- Sales - Convert enquiries into bookings
- Schedule bookings as per the agreed process
- Send out booking confirmations and reminders
- Answer and/or divert enquiries as required
- Communicate regularly with vets throughout the day regarding schedules, bookings, changes, customer requests etc. You are the 'go to' head office person for the vets.
- Identify and recommend improvements to systems and processes
- Stock control
- Receive and put away deliveries
- 'On the road' support (nurse assistance, deliveries etc.)
- Surgery support (coordinate surgery schedule, assist vets on surgery days)
- Administration support (client calls, mail, filing, client kits etc.)
- Operational support (vehicles, tools of trade, repairs, maintenance etc.)
- Marketing support (social media, partner communications, brochure delivery etc.)
- Attendance at marketing and promotional events

Full training will be provided.

ABOUT YOU

You are a Veterinary Nurse or have relevant industry experience and may be looking to return to the workforce, or simply looking for greater flexibility in your working arrangements and career.

Technical Requirements:

- Minimum two years industry experience
- Well developed practical skills
- Self motivated - Confident working independently without support
- Strong attention to detail
- Competent with technology and relevant software applications
- Current Driver's Licence
- Strong time management skills
- Ability to multi-task and remain flexible / responsive to changing needs
- Works well in a small team environment
- Good communicator – both verbal and written

Personal Requirements:

- A passion for best practice customer service and animal care
- Impeccable and exceptional communication skills
- Caring and empathetic
- Results and outcome focused
- Have unwavering commitment to quality
- Remain calm and positive under pressure
- Commitment and reliability
- Enthusiastic, proactive and self motivated
- Ability to work alone, and as part of a team
- Ownership and accountability
- Treat the business as if it were your own
- Always looking to continually improve

Wet Noses Mobile Vet offers a supportive and positive culture, career growth, a great working environment, and flexible working arrangements.

We are looking for someone who can make a real difference.

This is an exciting opportunity. If you feel this advertisement describes you, then please email your cover letter and resume to our recruitment partner, Juice Marketing:

Email - brendan@juicemarketing.com.au

We look forward to hearing from you.

Dr Kyra Craft & Kara Roberts
Founders
Wet Noses Mobile Vet