

## **Reception Application**

## **Southern Hills Application Process**

**Candidates are hired based on the completion of our application process. This includes the following:**

1. Completion of Southern Hills Application
2. Completion of Southern Hills Pre-Interview Questionnaire
3. Completion of Basic attendant questionnaire OR Reception questionnaire

**Based on responses to the application, the applicant will then:**

4. Have an 1-3 Interviews with staff, doctors and hospital director
5. Voluntary Skills Assessment (1-4hr) with staff

**Prior to hire, the applicant must:**

6. Completion of Pre employment Drug and Alcohol Test
7. Have cranberry scrubs to work in with sturdy closed toed shoes

**Reception Cover hours from 8am-7pm Monday through Sunday**

**This is your copy to keep, please detach it from the application packet.**

**Southern Hills Animal Hospital  
343-4155**

**3827 Hite Street Roanoke VA 24014  
[WWW.SOHILLSAH.COM](http://WWW.SOHILLSAH.COM)**

# SOUTHERN HILLS ANIMAL HOSPITAL EMPLOYMENT APPLICATION

DATE \_\_\_\_\_

FULL NAME \_\_\_\_\_ SOCIAL SECURITY NUMBER \_\_\_\_\_

ADDRESS \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

HOME PHONE NUMBER \_\_\_\_\_ CELL NUMBER/PAGER \_\_\_\_\_ Email \_\_\_\_\_

## WORK INTEREST AND AVAILABILITY

We are open 7 days per week. I understand that this job requires me to work weekends and holidays. \_\_\_\_\_

Please initial

Reception Staff cover hours from 8am-7pm every day including holidays. They average 30-40 hours per week.

Please list the hours **you cannot work**: \_\_\_\_\_

Please list days you are not available: \_\_\_\_\_

Do you prefer 4 ( ) or 5 ( ) shifts per week

**BASIC SALARY REQUEST:** Please list your expected hourly wage: \_\_\_\_\_

## EDUCATION

HIGH SCHOOL \_\_\_\_\_ YEAR GRADUATED \_\_\_\_\_

COLLEGE \_\_\_\_\_ YEAR GRADUATED \_\_\_\_\_

OTHER \_\_\_\_\_ YEAR GRADUATED \_\_\_\_\_

## WORK HISTORY

PLEASE LIST YOUR PAST THREE MOST RECENT JOBS, FEEL FREE TO ADD OTHER WORK EXPERIENCE THAT YOU FEEL MAY BE IMPORTANT FOR REVIEW.

EMPLOYER	DATES EMPLOYED	SUPERVISOR	DUTIES AND PAY RATE	REASON FOR LEAVING

## REFERENCES

PLEASE LIST THREE PEOPLE THAT CAN BE CONTACTED ABOUT YOUR WORK PERFORMANCE AND PERSONAL QUALIFICATIONS.  
**PLEASE DO NOT LIST FRIENDS OR RELATIVES.**

NAME	PHONE	RELATIONSHIP	YEARS THEY HAVE KNOWN YOU

## AUTHORIZATION

I AUTHORIZE THE INVESTIGATION OF ANY STATEMENTS CONTAINED IN THIS APPLICATION. I UNDERSTAND THAT MISREPRESENTATION OR OMISSION OF INFORMATION IS GROUNDS FOR IMMEDIATE TERMINATION IF HIRED.

SIGNATURE AND DATE \_\_\_\_\_

## Southern Hills Pre-Interview Questionnaire

1. IF YOU ARE UNDER THE SUPERVISION OF A DOCTOR, DO YOU HAVE UNRESTRICTED WORK CAPABILITIES? DO YOU HAVE ANY PHYSICAL LIMITATIONS THAT WOULD PREVENT YOU FROM PERFORMING YOUR NORMAL JOB REQUIREMENTS SUCH AS LIFTING DOGS, HEAVY BOXES, ETC.? IF YES, PLEASE EXPLAIN
2. ARE YOU CURRENTLY TAKING ANY MEDICATIONS THAT MAY INTERFERE WITH YOUR PERFORMANCE? IF YES PLEASE LIST.
3. DO YOU HAVE ANY KNOWN ALLERGIES TO ANIMALS, DETERGENTS, CHEMICALS OR OTHER CLEANING AGENTS? IF YES, PLEASE LIST THEM.
4. HAVE YOU EVER BEEN CONVICTED OF A FELONY? IF YES, PLEASE EXPLAIN.
5. HAVE YOU EVER APPLIED FOR A POSITION AT SOUTHERN HILLS BEFORE? IF YES, PLEASE PROVIDE A DATE.
6. WHAT DATE YOU WOULD BE AVAILABLE TO START TRAINING IF YOU WERE HIRED?
7. PLEASE LIST PRIOR COMMITMENTS THAT MAY INTERFERE WITH YOUR WORK OR TRAINING SCHEDULE IF YOU WERE HIRED.
8. DO YOU HAVE YOUR OWN TRANSPORTATION? EMPLOYEES USE THEIR OWN TRANSPORTATION TO RUN ERRANDS FOR THE HOSPITAL. WILL YOU BE ABLE TO PROVIDE THESE SERVICES?
9. DO YOU HAVE ANY PETS? IF SO EXPLAIN THE TYPE OF RELATIONSHIP YOU HAVE WITH THEM AND THE TYPE OF CARE YOU EXPECT AN ANIMAL HOSPITAL TO PROVIDE.
10. WHAT ARE YOUR EXPECTATIONS AS AN EMPLOYEE OF SOUTHERN HILLS?

11. IF YOU WERE AN EMPLOYER, WHAT WOULD YOU EXPECT FROM AN EMPLOYEE OF AN ANIMAL HOSPITAL?
  
12. HAVE YOU EVER WORKED IN A TEAM ENVIRONMENT? WHAT CAN YOU BRING TO THE TEAM?
  
13. DESCRIBE AN ACCOMPLISHMENT, OR SITUATION THAT YOU ARE VERY PROUD OF.
  
14. WE REQUIRE DRUG AND ALCOHOL TESTING BEFORE EMPLOYMENT AND RANDOMLY WHILE EMPLOYED, WILL THIS BE A HARD SHIP FOR YOU?
  
15. WE ARE A NON SMOKING FACILITY WHICH DOES NOT GIVE SMOKE BREAKS, WILL THIS BE A HARDSHIP FOR YOU?

## **PERSONAL STATEMENT**

**PLEASE UTILIZE WHATEVER SPACE YOU NEED TO TELL US ABOUT YOURSELF. INCLUDE WHY YOU WANT TO WORK HERE, ANY PERSONAL SKILLS OR QUALITIES THAT YOU HAVE THAT MAKE YOU A VALUABLE CANDIDATE FOR EMPLOYMENT. YOU MAY INCLUDE ANY ANIMAL OR CLIENT SERVICE EXPERIENCE THAT YOU HAVE HAD, AS WELL AS SPECIFIC DUTIES YOU PREFORMED. YOU MAY ALSO INCLUDE PERSONAL AND PROFESSIONAL GOALS THAT YOU HAVE, OR OTHER INFORMATION ABOUT YOUR INTERESTS THAT MAY MAKE YOUR APPLICATION MORE COMPLETE.**

## **LEVEL 3: RECEPTIONIST**

The receptionist is a very important member of the team. The receptionist is generally the first person to make an impression on a client or potential client. This position requires a person that is highly personable and perceptive, has the ability to educate people, is well organized, has the ability to solve problems, and works well with a team. **Please check any skills you may already have.**

### **GENERAL RESPONSIBILITIES**

- Welcome client and provide compassionate greeting and assist all clients and pets entering or leaving the hospital
- Thorough knowledge of all services and procedures offered in the facility
- Excel at marketing services on the telephone
- Liaison with owners of hospitalized animals daily by 1pm
- Update owners of drop offs
- Client education and recommendation of services
- Client billing and oversee the client discharge experience
- Maintenance of refreshment area. Offer to clients upon entry.
- Organization and cleaning of reception and retail area, doors, and outside walkway.
- Restock food and over the counter supplies daily
- Have educational materials readily available for clients
- Present daily goals to rounds
- Call surgery and dental patients for a reminder the day before the procedure and call to check on the patient the day after the procedure. Sedation procedures should receive a phone call the same afternoon and the following day.
- Water all indoor plants
- Call and maintain special order list and inform the client as soon as the product arrives
- Contact cremation services and coordinate with client the retrieval of pet remains and maintain cremation log
- Admit surgical and dental patients and medical drop-offs when needed
- Assist the practice manager with inventory maintenance and filing
- Retrieve mail daily by noon
- Take out going mail daily by noon
- Process returned checks, held checks properly
- File invoices, statements and employee records daily
- Assist practice manager as needed

### **MEDICAL RECORDS**

- Pull medical, surgical and boarding/grooming records when the appointment is made
- Update Medical records every time they are touched
- Place senior pet questionnaires in each record and other pertinent educational forms
- Generate telephone callback sheet and pull medical records on a daily basis
- Review charges and record completion for all records prior to billing. For hospitalization, surgery and boarding pets this should be performed the day before scheduled discharge.
- Print and send postcards weekly - one month prior to appointments and two weeks after due date
- Call all past due reminders a maximum one month after the due date.
- Maintain file system
- Maintain all forms and filing products
- Inventory and order office supplies
- Make new medical records on a weekly basis.
- Send welcome card and sympathy cards
- Order flowers as needed
- Monitor WIP and clear nightly
- Make sure back up is done nightly

### **FINANCIAL RESPONSIBILITIES**

- Perform end of day procedures and balance the cash drawers AND Take deposits each morning
- Maintain balance sheet and inform hospital administrator of any errors in accounting
- Print and prepare statements for accounts receivables and review with the practice manager before mailing
- Maintain accounts receivables file

**If hired, you will be required to have cranberry uniforms and sturdy close toed shoes.**