



Title: Lead Administrative Assistant

Reporting Relationship: Clinic Manager

Status: Full-time, Hourly, Non-exempt

Location: 312 Battlefield Blvd N., Chesapeake, VA 23320 (primary)
1149 New Mill Drive, Chesapeake, VA 23322 (secondary)

Summary

The Chesapeake Humane Society operates a low-cost, high-volume clinic, offering preventative veterinary care, spay/neuter surgery, dentals, and various surgical procedures. The Administrative Assistant provides exceptional customer service and animal care counseling for clients, donors, and adopters of the Chesapeake Humane Society (CHS) veterinary clinic.

This position requires work on-site at the Battlefield Blvd location.

Duties and Responsibilities

Administrative Assistant

- Expectations for **Lead Administrative Assistant** role:
 - Implement morning huddles to delegate daily tasks to each administrative assistant
 - In coordination with the Clinic Manager, manage the Rescue accounts, scheduling, and communications
 - Assist with training new hire Administrative Assistants and clinic volunteers
 - Work with the Clinic Manager and Lead Veterinary Assistant to develop an efficient, productive hospital team that provides the highest quality care and service to the most pets and clients
 - Lead by example and set a positive tone for the team
 - Take appropriate initiative to complete tasks and find solutions to problems
- Answer phone, e-mail, and in-person inquiries regarding clinic and shelter services offered by CHS, forwarding to management or other staff members as appropriate
- Schedule surgical services for public clients, rescues, and shelter partners
- Obtain medical histories, enter medical notes, and print/ fax prescriptions as needed under the direction of the DVM
- Check clients in and out, recommend services/products appropriate to the client's pet/s, and accept payment for services
- Perform reminder and follow-up calls, forwarding to veterinary staff as appropriate
- Reconcile funds received and file medical paperwork for each day of business
- Clean and sanitize workspace, lobby, and other areas of the building as assigned
- Ensure all supply areas are stocked and report deficiencies to Clinic Manager

Other Duties

- Work cooperatively with all staff and volunteers to promote the CHS mission
- Uphold and embrace CHS's Workplace Culture Agreement in all aspects of work
- Participate in team meetings
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc.
- Perform other duties as necessary

Skills and Educational Requirements

- High school diploma or equivalent
- Strong familiarity with veterinary medicine (particularly surgical procedures and preventative care) or the ability to learn these skills
- Confidence using computer systems and learning new software
- Ability to provide quality customer service in a high-volume, stressful environment
- Ability to distinguish which client inquiries are appropriate for his/her knowledge base
- Strong interpersonal skills, including the ability to communicate with and relate to people of all age groups across a wide spectrum of the community
- Strong written and oral communication skills including the ability to educate clients effectively in English
- Ability to count currency
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- Ability to express organizational standpoints when serving as a CHS representative
- Ability to handle confidential or sensitive information with discretion
- Ability to function well independently and as a team member
- Ability to mediate and problem solve in the moment
- Excellent attention to detail; organization skills and ability to multitask

Physical and Time Demands

- Ability to work early mornings, evenings, and weekends
- Ability to work in a fast-paced setting with distractions
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 50 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation

Salary and Benefits

- \$16.00 - \$17.00/hour, commensurate with experience
- Medical, Dental, and Vision Insurance
- Company Paid Life Insurance Policy
- Simple IRA Plan with organization match
- Access to mental health resources (Insight Timer app, Compassion Fatigue training, and Trauma-Informed Care training)
- Paid Holidays
- Personal Time-off
- Professional development and continuing education opportunities
- Discounted clinic services and adoption fees
- Discounted retail items, pet prescriptions, and prescription foods

**To apply, submit cover letter, resume, and professional references to Hiring@chesapeakehumane.org
Please include position title in the subject line: Lead Administrative Assistant**

Disclaimer

I have read and understand my job description. I further understand that this job description is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts, or physical requirements/working conditions associated with my job. I may be required to perform additional tasks necessary to meet standards of quality and care or to meet organizational goals.

Signature

Date