

Volunteer Role: Clinic Reception Volunteer

Supervised by: Clinic Receptionist

Location: Trenmar Gardens, Kensal Green NW10 6BJ

Clinic Reception Volunteer

Mayhew is seeking a Clinic Reception Volunteer to support our Head Receptionist. If you are a great multitasker, confident learning new computer systems and speaking with members of the public, this could be the volunteer role for you!

Please note, we are only able to accept applications from those who are over 18 years of age.

Main Duties

- Managing the veterinary booking system and updating client records
- Answering a high volume of telephone calls
- Handling multiple tasks and enquiries simultaneously
- Following booking procedures and eligibility checks before booking appointments
- Reviewing medical history, such as checking vaccination and neutering status
- Taking payments

Please note, this role does not include animal care or handling.

Reasonable Expectations

- One 4-hour shift per week on the same day.
- There is no length of time commitment, however, the longer you volunteer with Mayhew the more you will learn and the more beneficial it will be for us as a charity. Please note a volunteer can stop volunteering at any time.
- Shift times: 9am-1pm

Desirable Experience & Skills

- Proficient computer skills including Microsoft suite & willingness to learn new systems
- Excellent telephone manner and confidence handling a high volume of calls
- Ability to work well under pressure and remain calm
- Great organisation and attention to detail to maintain accuracy
- Knowledge of veterinary care
- A commitment to the work of Mayhew and our policies and ethics
- Trustworthy, reliable and ability to work as part of a team

Environment

This role involves admin/customer-service tasks in an indoor reception environment.

As this is a veterinary clinic, applicants must be comfortable with animals.

Volunteer Role Profile

Veterinary Clinic Reception Volunteer

Dress Code

Volunteers should wear a Mayhew Volunteer t-shirt which will be provided for this role, unless otherwise directed by your supervisor. Jewellery should be kept to a minimum for health & safety reasons, no hoop earrings. Closed toe shoes to be worn.

Personal and Professional Development

- Knowledge gained in animal welfare and veterinary care
- Use your existing skills and experience to make a positive difference
- Further develop administrative and customer service skills in a busy environment
- Help animals in need and their owners by supporting our veterinary team
- Volunteers can be provided with a reference at the end of their time with Mayhew

Expenses

Please be aware that we are unable to pay volunteer expenses at this current time.

How to Apply

Please complete an online application form by clicking the link below:

[APPLY HERE](#)

To request a hard copy application form please email: volunteer@mayhewanimalhome.org

