

Bailee Weaver

Receptionist Administrative Assistant - Olympia Veterinary Specialists Emergency Department

Centralia, WA 98531

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+1 360 324 8344

Work Experience

Administrative Assistant

Water Doctor of Washington, Inc. - Chehalis, WA

August 2019 to Present

- Handled multiple phone lines
- Proficient in QuickBooks, Microsoft office, excel and word.
- Greeted all customers and clients with great customer service ensuring they received the best first impression for the company.
- Performed routine clerical tasks such as mailing, copying, scanning, filing.
- Monitored office supplies, re stocked and ordered more as needed.

Receptionist Administrative Assistant

Olympia Veterinary Specialists Emergency Department - Olympia, WA

November 2018 to Present

Provided customers and staff with top-notch administrative support to promote excellence in all areas of office operations.

Sorted, received and distributed mail correspondence between departments and personnel.

Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers.

Operated multi-line telephone system.

Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.

Maintained the office and the waiting room so that common areas were clean at all times.

Provided exemplary customer service to owners by answering animal health questions and educating about positive animal care practices.

Inputted data from pet records and office visits into the computer system using Spec vet.

Evaluated incoming patients to determine treatment needs and urgency of care.

Processed new patients and updated client records.

Responded to special requests and needs.

Answered multi-line phones and directed calls to the proper departments.

Veterinary Receptionist

Chehalis Centralia Veterinary Hospital - Chehalis, WA

January 2015 to August 2018

Provided exemplary customer service to owners by answering animal health questions and educating about positive animal care practices.

Greeted pet parents with a warm smile and pleasantly asked for sign-ins upon arrival

Maintained the office and the waiting room so that common areas were clean at all times.

Answered calls in a timely matter and forwarded to appropriate parties.

Distributed incoming mail throughout the office.

Scanned physical files into digital records.

Scheduled annual checkup appointments, consultations and surgery visits for various animals, including dogs, and cats.

Fielded phone calls from pet owners, answered questions and took messages that would be left for the veterinarians on staff.

Cleaned and disinfected exam areas, equipment and kennels to prevent spread of disease, control odors and maintain healthy environment.

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Education

High School Diploma

W.F. West High School - Chehalis, WA

2014

Skills

- Receptionist
- Outlook
- Scheduling (5 years)
- Computer Skills
- Customer Service Skills (5 years)
- Medical Terminology
- Administrative Assistant (2 years)
- Billing
- Clerical
- Microsoft Office
- Microsoft Word (4 years)
- Organizational Skills
- Time Management

- Data Entry
- Veterinary experience
- QuickBooks (2 years)
- Microsoft Excel
- Pet care (3 years)