



Administrative Assistant- Full Time Position

Company Description

Since opening its doors in 1986, the Mid-Atlantic Equine Medical Center (MAEMC) has developed an enviable reputation as one of the premier equine veterinary hospitals in the country. Over the years, our staff has grown to over 40 dedicated individuals, including board-certified specialists in the fields of surgery, internal medicine, sports medicine & rehabilitation, and cardiology. In addition to the hospital clinicians, we also have a field service department, whose veterinarians work closely with the specialists as a team, providing quality care at home. The team that has been put in place allows the hospital to provide exceptional care to the patient, 24 hours a day, seven days a week. Perhaps more than any of our credentials is our doctors' commitment to resolve equine health issues and patiently and effectively communicate with horse owners and professionals.

Job Overview

The Administrative Assistant is responsible for providing support for efficient operation of the front desk. This includes, but not limited to, answering phones, scheduling appointments, and data entry. Communicates effectively via phone and email ensuring all administrative duties are completed accurately, delivered with high quality, and in a timely manner. The Administrative Assistant will report to the Office Manager.

Responsibilities and Duties

- Answers phone and responds to client calls.
- Supports senior clinicians by maintaining schedules and rescheduling appointments as necessary.
- Provides exceptional customer service. Employs confidentiality and diplomacy when handling requests throughout the client experience.
- Maintains paperwork and proper documentation in practice management software.
- Works on special projects and other duties as assigned.

Qualifications

- High School Diploma or G.E.D., preferred
- Horse experience/knowledge, required
- Minimum 1 year of customer service experience, required
- Team oriented with strong interpersonal skills
- Strong attention to detail, organization, and planning skills
- Strong written and oral communication skills

- Strong critical thinking and problem solving skills
- Proficient in Microsoft Office Suite, preferred

Special Factors

Hours are Monday-Friday, 8am – 4 pm or 9am – 5p. Weekly hours will be approximately 40 hours. Occasional Saturday's are required. Benefits include hourly salary commensurate with experience, 401K, Health Insurance, and discounted veterinary services and products.

Please submit your cover letter and resume via email to Christine Wilson, Hospital Administrator, at ckwilson@midatlanticequine.com