



Job Vacancy: Receptionist Supervisor

Do you thrive in fast-paced environments where no two days are the same? Rood and Riddle Equine Hospital is looking for an organized, energetic Receptionist Supervisor to lead our dynamic front desk team!

Who We Are...

Rood & Riddle Equine Hospital is a widely recognized, world renowned equine hospital. Our mission is to provide expertise for our patients in a caring, professional and ethical manner that creates value for the *entire* equine community. Behind every patient, we have several teams who make it all run smoothly, and our reception team is at the heart of it all. This is a chance to play a *vital* role as the first point of contact for clients and visitors, ensuring a warm, efficient, and professional experience. As a key part of our operations, this position is on-site at our Lexington, KY location.

What We Expect...(Essential Functions)

- Lead and support the front desk reception team, ensuring smooth daily operations and excellent client service
- Serve as the first point of contact for clients, both in person and over the phone, with professionalism and compassion
- Coordinate communications between clients and clinical teams
- Train and mentor all reception staff (including night and weekend receptionists) to uphold Rood & Riddle Equine Hospital's standards of service
- Create schedule for all reception teams to balance workflow and staff needs
- Monitor workflow and adjust coverage or processes to meet peak season demands
- Address client concerns or escalations in a timely, solution-focused manner
- Collaborate with hospital leadership to improve procedures and client experience
- Maintain a clean, organized, and professional reception area
- Ensure accurate data entry and record-keeping in our software systems
- Scheduling emergency appointments

Who We Want...(Requirements)

- Prior experience in a supervisory or lead receptionist role preferred (veterinary, medical, or high-volume customer service setting)
- Strong interpersonal and communication skills
- Ability to multitask and stay organized in a fast-paced environment
- Confident decision-maker with a calm, solutions-oriented approach
- Proficiency with scheduling software and Microsoft office systems (experience with veterinary software is a plus)
- Passion for horses and empathy for their caregivers
- Availability for full-time, on-site work at our Lexington, KY hospital

What We Offer...

- Competitive Compensation
- Premium health, vision and dental insurance benefits
- Long Term Disability and Term Life Insurance provided at Rood and Riddle Equine Hospital expense
- Life, Short Term Disability, Cancer, and Accident Insurance available
- Vacation, Sick & Personal Time
- Discounts for veterinary services, rental cars, John Deere, Big Ass Fans, & more!
- EAP (Employee Assistance Program)

Ready to submit your interest to us?

Please express your interest in our open Receptionist Supervisor position by providing your most current resume and sharing with us WHY you want to join our team to **HR@roodandriddle.com**.