

THE QUEEN ELIZABETH HOSPITAL

JOB DESCRIPTION

JOB TITLE: Telephone Operator

SALARY SCALE: Z38– 30

DEPARTMENT: Communications Centre

REPORTS TO: Chief Telephone Operator

DIRECT REPORT: Nil

JOB SUMMARY

Under general supervision, answers and routes calls for the effective operation of the Communication Centre. Undertakes any relevant duties as required by management.

MAIN DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as an illustration of the various types of work that may be performed:

1. Operates the high-volume digital call directory and the public broadcast system;
2. Screens calls and directs to the proper individual or department promptly and courteously;
3. Responds to emergency calls and requests appropriately;

4. Performs communication emergency/disaster procedures for disaster exercises or actual disasters;
5. Assists staff with making calls - including authorized overseas calls;
6. Maintains confidentiality of patient information;
7. Reports any malfunctions or other issues arising with office equipment to the Chief Telephone Operator in a timely manner;
8. Assists with training of new staff;
9. Participates in routine in-service training;
10. Keeps up-to-date with developments within the field;
11. Ensures the department provides the optimum safe environment for staff and visitors;
12. Observes health and safety protocols in the execution of duties;
13. Using customer service skills establishes and maintains effective working relationships with other employees, officials and members of the general public.
14. Performs any other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of telephone systems (PBX), operations of the switchboard and fax machine
2. Knowledge of the use of modern office equipment
3. Knowledge in supervisory management
4. Knowledge of emergency communication equipment
5. Written and oral communication skills
6. Sound decision-making and problem-solving skills
7. Good organizing and prioritization skills
8. Ability to meet established deadlines
9. Ability to function efficiently in demanding, fast-paced environments

REQUIRED TRAITS

- Confidentiality
- Co-operation
- Dependability
- Empathy
- Flexibility and Adaptability
- Ethical
- Initiative
- Patience

EDUCATION AND EXPERIENCE

- (a) At least four subjects at CXC General Proficiency level.