



## JOB DESCRIPTION SWITCHBOARD OPERATOR

**REPORTS TO:** Director of Clerical Services

**EDUCATION & EXPERIENCE:** High School Diploma or equivalent

**SKILLS:** Computer literacy, excellent communication skills

**PRIMARY DUTIES:**

- Open and close switchboard daily
- Answer incoming calls and make appropriate transfers
- Operate paging system
- Page emergency codes as needed
- Greet patients and visitors
- Direct patients and visitors as needed
- Give outside lines for long distant calling
- Take and forward messages through staff message or telephone encounter
- Cancel/Reschedule/Make patient appointments
- Complete pre-registration procedure when applicable

**OTHER DUTIES:**

- Check-in patients for Centering Groups
- Set up snacks for Centering Groups
- Create name badges for Centering Groups
- Call reminders for Centering Groups
- Complete daily User Report batches
- Other duties as assigned by supervisor

**PHYSICAL AND MENTAL REQUIREMENTS:**

- visual and auditory accuracy
- shift length - 8 hours
- indoor setting
- occasional use of computer
- continuous sitting
- continuous use of telephone
- continuous repetitive grasping and manipulation of both hands
- continuous conversational communication
- infrequent use of personal transportation
- working in a frequently noisy environment
- continuously working in a tight area
- understand/carry out simple/detailed, oral/written instructions
- memorize and retain instructions
- read and interpret detailed specifications

**REVIEWED WITH EMPLOYEE:**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

11/9/2022