

 Oroville Hospital	Job Description for Lead PBX Operator	Department:	Business Office Communications
		Dept.#:	8470
		Last Reviewed:	05/08; 08/12
		Last Updated:	

Reports To

Patient Access Manager

Job Summary

The Lead PBX Operator will operate efficiently and train other operators on Hospital telephone switchboard to assist callers to make telephone connections and to relay incoming, outgoing and inter-office calls. Will, provide guidance and direction for scheduling employees and ensuring coverage during normal business hours and on-call support as required. Will maintain a centralized source for information enabling operators to cover outages, emergencies and disasters which effect disruption of telephone service to the hospital. Will maintain QA studies and logs to facilitate best customer service practices in regards to the department.

Duties

1. Operate telephone switchboards and consoles to connect, hold, transfer and disconnect telephone calls
2. Determine the nature of inquiries and provide general information
3. Connect calls to the required extension, re-direct them to another number or place them in a waiting queue if the desired number is busy
4. Provide external connections for staff and answer internal queries directed to the switchboard
5. Carry out other clerical, secretarial or receptionist duties as required (e.g. keyboarding and data entry, bill filing or photocopying) during quieter periods on the switchboard
6. Provide information to customers who call and, if necessary, check computerized listings of phone numbers
7. Answer queries from callers about the Hospital or patient areas
8. Provide connections to mobile phones
9. Provide connections to police, ambulance or fire department when emergencies are reported
10. Answer calls on faults and carry out automated diagnostic tests with other telecommunication staff
11. Provides leadership by projecting a positive attitude and learning incentives
12. Deals with problem situations in a professional manner and adequately communicates pertinent information so an overall work environment is created that lends itself to the best interest of the Hospital department personnel

Qualifications

1. Good communication skills
2. A good understanding of the English language, both written and spoken
3. Able to work quickly and accurately
4. Able to help customers in a friendly and efficient manner
5. Keyboard skills are an advantage, as is proficiency in a second language for some positions
6. Ability to express courtesy, tact and discretions
7. Ability to establish and maintain positive and cooperative working relationships with those contacted in the work at all levels with a focus on quality service to internal and external customers

Lifting Requirements

Sedentary-generally not lifting not more then 10 lbs maximum and occasionally lifting and/or carrying such articles as ledgers, files and small items