

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

Reports To

Patient Access Manager

Job Summary

Operation of switchboard includes, answering incoming calls and routing to proper department.

Duties

1. Places outgoing calls for employee which requires operator assistance records such calls, answers questions regarding patient condition according to established procedure
2. Informs telephone company of equipment malfunction
3. Answers “code phone” and pages appropriate information
4. Keeps track of petty cash transactions and balancing of cash drawer
5. Assists in processing mail and patient accounts as time permits
6. Answers questions, direct visitors, to patient rooms, etc.
7. Responsible for remaining aware of disaster plan and procedure to follow in the event of a drill or an actual disaster occurs
8. Files medical billing charts or other records, in prescribed manner, depending upon the department to which assigned
9. Reads incoming material and sorts according to particular file system in use
10. Places material in file cabinet, drawers, boxes or in special filing cases
11. Locates and removes requested information
12. Keeps record of materials removed, and traces missing record by searching files or contacting person to whom record is assigned
13. May enter data on records
14. May clear files at designated intervals under the direction of a supervisor
15. Processing of mail returned by the postal service; distribution of both U.S. mail and inter-hospital mail
16. Assist in personnel training
17. All other related duties as assigned

Qualifications

1. Ability to hear well and speak clearly
2. Ability to assess situations and to route calls to appropriate department
3. Ability to work efficiently without direct supervision
4. Ability to maintain composure when faced with difficult situations
5. Manual dexterity needed to manipulate keys on switchboard
6. High School graduate preferred
7. Previous switchboard experience preferred
8. Pleasant telephone voice and manner required

Lifting Requirements

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