



Bond Community Health Center, Inc.

JOB DESCRIPTION

POSITION: Switchboard Operator

DEPARTMENT: Front Desk Operations

REPORT TO: Front Office Supervisor

COORDINATES WITH: Front Office, Clinical Staff, Management

This position will include performance of all front desk functions including switchboard, appointments, registration, eligibility verification; "greeting" all patients/customers in a most friendly and courteous manner.

DUTIES AND RESPONSIBILITIES:

This person is necessary for staffing the switchboard position only. The switchboard operator must answer calls, get an accurate understanding of what the caller needs are, and provide the correct assistance in a timely manner. Other duties may be assigned.

- Answer calls and provide callers with the correct information or transfer them to the department that is best able to serve them.
- Place calls for those needing assistance.
- Determine the nature of inquires and provide general information
- Connect calls to the required extension, re-directing them to another number or place them in a waiting queue if the desired number is busy. Carry out other clerical, secretarial or receptionist duties as required (e.g. greeting patients, and data entry or photocopying) during quieter periods on the switchboard.
- Answer telephone calls and dispatch messages to appropriate person on a timely basis.
- Schedule new patients and contact them regarding their first appointment.
- Perform other office/clerical work as requested by the supervisor.

Qualifications:

- High school diploma
- A minimum of one year of related practical experience or an equivalent combination of education and experience.
- Ability to communicate in a courteous and tactful manner with patients, families, physicians and others.
- Good organizational skills and a working knowledge of office procedures
- Knowledge of medical terminology is an asset.
- Good communication skills

- A good understanding of the English language, both written and spoken
- Able to help customers in a friendly and efficient manner Quickly develop rapport with callers

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Education and/or Experience:

High school diploma or general education degree: GED or one to three years related experience in Switchboard or Telephone Operator and/or training; or equivalent combination of education and experience.

HOURS OF WORK: 40 hours minimum and as needed.

SALARY RANGE: As stated in the Notice of Hire.

Employee Name (Please Print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____