

## VACANCY: SWITCHBOARD OPERATOR: MAMMOGRAPHY CENTRE

**Purpose: To provide professional and efficient telephonic services to external and internal customers.**

### ➤ Task and Responsibilities:

- Stand up, warmly greet, acknowledge & introduce yourself to all patients and customers
- Answer all calls with standard LSP telephone etiquette (scripted).
- Effective screening and transferring of all calls.
- Answers and routes incoming calls on a complex digital telephone system.
- Provides information obtained from a variety of sources to field questions from the public regarding departments, modalities, operational hours etc.
- Assists callers in identifying needs and then routing calls appropriately.
- Updates and maintains personal copy of staff roster and other resources to ensure accurate dispensing of information.
- Effective message taking either via email or paper.
- Switchboard area to be kept neat and tidy.
- Assist the Reception staff with reception duties when required
- Accurate data capture of patient information onto the system.
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- General administrative duties as required by Radiologist or Managers.
- Burn patient CD's when required
- Log all IT issues timeously and follow up where required. Escalate issues to OTL and PM
- Good understanding & knowledge of workflow between Reception and Radiographers
- Monitor Telephone reports to ensure call drop rate is above 90%.
- Knowledge and adherence to all company policies and procedures related to the Switchboard Operator position and all venue protocols.
- Training of colleagues when required.
- Develop and maintain good working relationship with internal and external stakeholders.
- Always maintain patient privacy and confidentiality
- Required to relieve other venues when necessary.

### ➤ Core Competencies:

- Advanced Telephonic skills.
- Able to problem solve including trouble shooting.
- Able to work under stress/pressure.
- Excellent organisational skills.
- Excellent time management skills.
- Understands customer needs and able to deliver efficient and excellent service.
- Has a friendly and helpful manner.
- Take accountability for patient satisfaction

### ➤ Experience and Qualifications:

- Matric with English as first language.
- Minimum 2 years switchboard operator experience, operating a minimum of 20 - 30 external/internal lines.
- Ability to communicate in more than one official language will be advantageous.
- Working knowledge of fundamental operations of relevant software, hardware and other telephone management

<ul style="list-style-type: none"> <li>➤ Excellent ability to communicate both verbally and in writing with excellent telephonic skills.</li> <li>➤ Attention to detail with the ability to follow instructions carefully.</li> <li>➤ Ability to work with others in a demanding work environment and work well within a team dynamic.</li> <li>➤ Takes on tasks &amp; responsibilities on own initiative.</li> <li>➤ Can be relied upon to go the extra mile when needed.</li> <li>➤ Displays positive work ethic.</li> </ul>	<p>equipment.</p> <ul style="list-style-type: none"> <li>➤ Computer literate with MS Office (Excel, Power Point, Word, Outlook is essential.</li> <li>➤ Customer service &amp; care certificate advantageous.</li> </ul>
<ul style="list-style-type: none"> <li>➤ <b>Internal Interactions</b></li> <li>➤ All Departments, Management and Radiologists.</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>External Interactions:</b></li> <li>➤ Patients, referring clinicians, hospital staff &amp; service providers.</li> </ul>
<p><b><u>Closing date:</u></b></p> <p>Interested candidates who meet the requirements, please discuss your application with your line manager prior to forwarding a comprehensive CV to <a href="mailto:recruitment@lakesmit.co.za">recruitment@lakesmit.co.za</a> by close of business on 11th April 2025.</p> <p><b><i>Please note that if you do not hear from us two weeks after the closing date, kindly consider your application unsuccessful.</i></b></p>	