LAKE, SMIT PARTNERS Inc.
www.lakesmit.co.za
SPECIALISTS IN DIAGNOSTIC RADIOLOGY

VACANCY: SWITCHBOARD, GENERAL ADMINISTRATION & RECEPTION RELIEF: HEADOFFICE OVERPORT

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

Task and Responsibilities:

1. **Telephone Management**
   - Answer, screen and route incoming calls efficiently using the digital telephone system.
   - Identify callers' needs and direct calls to the appropriate departments, modalities or individuals.
   - Effectively screen calls intended for Radiologists, ensuring that only relevant and necessary calls are escalated.
   - Take accurate messages and ensure callbacks or queries are communicated to the relevant staff members, Managers, Doctors via email or telephone.

2. **Information & Customer Service**
   - Provide accurate information to patients, members of the public and other stakeholders regarding departments, modalities, operating hours and general operational enquiries.
   - Demonstrate professional, courteous and efficient communication when dealing with callers and visitors.

3. **Patient & Administrative Support**
   - Assist patients with invoice requests by ensuring invoices are sent promptly and accurately.
   - Perform general office administration duties as assigned, based on operational requirements.
   - Provide additional administrative support to ensure the smooth running of daily operations.

4. **Front Reception & Deliveries**
   - Provide support at Front Reception when required.
   - Receive and direct visitors, suppliers, customers and deliveries to the appropriate departments or individuals.
   - Ensure that deliveries are acknowledged and directed to the relevant recipients.

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.
- Excellent ability to communicate both verbally and in writing with excellent telephonic skills.
- Attention to detail with the ability to follow instructions carefully.
- Ability to work with others in a demanding work environment and work well within a team dynamic.
- Takes on tasks & responsibilities on own initiative.
- Can be relied upon to go the extra mile when needed.
- Displays positive work ethic.

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 equipment.
- Computer literate with MS Office (Excel, Power Point, Word, Outlook (email).
- Customer service & care certificate advantageous.

Internal Interactions	**External Interactions**:
• All Departments, Management and Radiologists.	• Patients, referring clinicians, hospital staff & service providers.

Employment Equity:

In line with our Employment Equity plan, preference will be given to suitably qualified candidates from designated groups.

Closing date:

Interested candidates who meet the requirements are invited to apply by forwarding a comprehensive CV to recruitment@lakesmit.co.za by close of business on 20 November 2026.

Please note that if you do not hear from us two weeks after the closing date, kindly consider your application unsuccessful.