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

VACANCY: SWITCHBOARD OPERATOR: LIFE WESTVILLE HOSPITAL

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
- Excellent ability to communicate both verbally and in writing with excellent telephonic skills.

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,

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- 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.

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Power Point, Word, Outlook is essential.

- Customer service & care certificate advantageous.

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Internal Interactions

- All Departments, Management and Radiologists.

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External Interactions:

- Patients, referring clinicians, hospital staff & service providers.

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Employment Equity:

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

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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.

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