

## **INDIAN STREAM HEALTH CENTER**

**JOB CLASSIFICATION:** SWITCHBOARD OPERATOR

**JOB TYPE:** Part-time, 20 hours per week

**OSHA JOB CLASSIFICATION:** Classification III – Required tasks involve no greater exposure to blood, body fluids, or tissues that would be encountered by a visitor. The normal work routine involves no exposure to blood, body fluids or tissues and the worker can decline to perform tasks which involve a perceived risk without retribution.

### **SUMMARY**

**Purpose** To manage and service ISHC's telephone system and call system. Assorted office duties as needed.

### **ESSENTIAL FUNCTIONS**

**General** Demonstrated ability to read, write, and speak English and perform basic reading and writing skills as necessary for completion of job duties or equivalent combination of education and experience. At least 18 years of age.

### **DUTIES**

**Typical** Switchboard operator will retrieve all voice messages promptly at the beginning of shift and messages will be forwarded appropriately.

**Duties** Operator will answer incoming calls and forward to appropriate staff member. Uses effective customer service skills, Reminder calls will be made each day for the following day's patients. Priority will be given to a prompt answer to all incoming calls.

Possible additional duties may include but are not limited to patient mailings, verification of prescriptions, document shredding, copying documents, press release recording, and assisting in the front office

### **SUPERVISION**

The Switchboard Operator reports to the Administrative Supervisor.

### **EDUCATION and EXPERIENCE**

**Qualifications** High school diploma or GED; one to three years related experience and/or training; ability to read and comprehend simple instructions and short correspondences; ability to write simple correspondences; ability to effectively present information in one-on-one and small group situations; ability to carry

out instructions furnished in written, oral, or diagram form.

Work Schedule	Monday through Friday subject to change
Compensation	Commensurate with experience

**OTHER**

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be a complete list of all responsibilities, duties and skills required of administrative personnel. Management retains the discretion to add to or change the duties of the position at any time.

<b>EXPECTATIONS</b>
<ul style="list-style-type: none"><li>✓ Demonstrates a commitment to professionalism while undertaking all tasks and interactions with others</li><li>✓ Participates and contributes to department performance improvement programs</li><li>✓ Demonstrates effective customer service skills, while respecting privacy and confidentiality</li><li>✓ Performs job duties in a caring, competent, and professional manner driven by the needs of the health center</li><li>✓ Demonstrates teamwork with others to meet job and performance standards</li><li>✓ Demonstrates the ability to operate and maintain equipment to health center standards</li><li>✓ Demonstrates knowledge of policies and procedures as they relate to job duties</li><li>✓ Demonstrates cost containment with all resources and utilizes attendance system per organizational guidelines</li><li>✓ Demonstrates knowledge of safety policies and procedures</li><li>✓ Demonstrates the ability to utilize appropriate compliance competency</li></ul>

I have read, understand and have been given a copy of the above job description.

Signature of employee: \_\_\_\_\_ Date:

Signature of supervisor: \_\_\_\_\_ Date: