

ROLE PROFILE	
<b>Role Title</b>	<b>Switchboard Operator</b>
<b>Department</b>	<b>Administration</b>
<b>Reporting Structure</b>	<b>Administration Manager</b>
<b>Closing Date</b>	<b>02 October 2019</b>
ROLE SUMMARY	
<p>The Switchboard Operator is responsible for answering the incoming calls in a professional and friendly manner as well as liaising and communicating at all levels and to adapt and respect all cultures.</p>	
RESPONSIBILITIES AND DUTIES	
<ul style="list-style-type: none"> <li>• To answer incoming, internal and designate outgoing calls in a professional and pleasant manner</li> <li>• Liaise and communicate with doctors, executive personnel, public and colleagues</li> <li>• Be able to designate complaints to relevant channels</li> <li>• Confidentiality is of utmost importance</li> <li>• Keep abreast with all relevant information and contingency plans</li> <li>• Knowledge of Health and Safety Rules and emergencies</li> <li>• To assist with overtime when necessary</li> <li>• Operating a busy Switchboard</li> <li>• Facilitate telephone calls in and out of the department</li> <li>• Log calls for hospital staff and patients where required</li> <li>• Log calls for faulty switchboard lines.</li> </ul>	

## SKILLS PROFILE

### EDUCATION

- Grade 12 or equivalent NQF level 4 qualification

### WORK EXPERIENCE

- 1-2 years working experience in the same position Essential.
- Working experience in private healthcare or healthcare funding industry will be advantageous,
- Working experience on SAP will be advantageous.
- Knowledge of Telephone Management Systems advantageous.

### KNOWLEDGE

- Computer literacy ( Microsoft office) essential,
- Good interpersonal and communication skills,
- Must be able to function effectively independently,
- Fluent communication in English essential.
- Multi-Lingual

## APPLICATION PROCESS

### **BUSAMED IS AN EQUAL OPPORTUNITY EMPLOYER**

The Company's Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Busamed actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [Applications.Gateway@Busamed.co.za](mailto:Applications.Gateway@Busamed.co.za) and highlight Switchboard Operator Application as the Subject of the e-mail.

Should you not receive feedback two weeks after the closing date, kindly consider your application unsuccessful.

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