



Job Code: 6723

Grade: 11

HCWR: N

Job Title
Telephone Operator

Department
Communications

Job Summary

Under supervision, answers incoming calls from the general public and hospital users. Directs and transfers callers request to various departments throughout the hospital. Provides general information to the public and to hospital station users.

Typical Duties

- Answers attendant console.
- Responds rapidly to emergency calls such as fire, cardiac arrests, disasters, bomb threats, paging and telephone outages.
- Answers Operator Information Line and pages hospital personnel as directed.
- Tests the Code Blue pager systems daily.
- Supports hospital staff and personnel on call for various services.
- Collects and exchanges expired batteries and non-functional pager.
- Utilizes the Cardiac Arrest and Public address systems.
- Places long distance calls at the request of hospital personnel upon receiving authorization from Operators Supervisor or On Duty Administrator.
- Uses and maintains an electronic Hospital Directory.

Minimum Qualifications

- High School Diploma or GED
- One (1) year experience as an Operator for a major medical facility

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of hospital directory, manuals, consoles, computers, and telephone equipment
- Demonstrates good verbal and written communication skills to work with all levels of individuals internally and externally Demonstrate good phone etiquette skills with timely response times
- Strong customer service and empathy skills
- Demonstrate attention to detail, accuracy, and precision
- Ability to prioritize, plan, and organize tasks
- Ability to maintain a professional demeanor and composure when challenged
- Ability to work flexible hours, including night and weekends



Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.