



ePH Vacancy Announcement



SWITHBOARD OPERATOR

INTERNAL & EXTERNAL

Purpose of the job

To answer incoming calls in a professional and friendly manner as well as liaising and communicating at all levels and to adapt and respect all cultures. Answering the phone and routing calls to the correct destinations within the company as well as liaising and communicating at all levels.

Responsibilities

To answer incoming, internal and designate outgoing calls in a professional and pleasant manner

Liaise and communicate with doctors, executive personnel, public and colleagues

Be able to designate all complaints to relevant channels

Confidentiality of utmost importance

Keep relevant information and contingency plans updated

Update hospital telephone lists and relevant numbers

To assist with overtime when necessary

To assist in Reception with admissions when necessary

Various duties assigned by manager or Reception Supervisor

Qualifications & Experience

Grade 12 or equivalent NQF level 4 qualification

2 years hospital experience

Tri-Four system or similar system knowledge will be an added advantage

Competencies

Computer literate

Knowledge of Health and Safety Rules and emergencies

Proactive, organized and able to multitask and work well under pressure

Ability to work in a team

Flexible

How to apply

Interested candidates who meet the above criteria are requested to email their CV (**Closing date 19 Feb 2025**) together with an application covering letter and certified copies of qualifications to hrman@ephospital.co.za, or hand in at Human Resource office on 2nd floor.