



TOBAGO REGIONAL HEALTH AUTHORITY

Job Title: Telephone Operator/Receptionist

New

Position Number: _____

Revised

Reports to: Manager/Supervisor

Department: _____

Approved by: _____

Date: _____

JOB SUMMARY

The Telephone Operator/Receptionist manages the communication system of the organization by operating the private branch exchange (PBX) switchboard. As the first point of contact for many internal and external clients, the incumbent must perform his/her duties in a way that reflects the quality and service of the organization.

RESPONSIBILITIES

- Operates switchboard equipment in order to answer incoming calls and dispatching outgoing calls; determines intent of caller and makes appropriate connection
- Receives and routes a variety of calls for general information including complaints, emergencies, and security calls
- Checks messages that are recorded after work hours the following work day and dispatches the information to the relevant officer
- Takes messages and handles enquiries
- Provides information on directory enquiries
- Places long distance and conference calls for authorized parties
- Reports malfunctioning telephone equipment or service complaints
- Registers incoming mail
- Receives visitors and directs them to the appropriate officers
- Manages the waiting area providing quality customer service to all clients
- Handles packages prior to opening of the tender
- Makes travel arrangements as directed
- Adheres to protocols, guidelines, policies and procedures relevant to Accreditation Standards, Public Health, Infection Control, Occupational Health and Safety, MoH/DHSS, Registering Board/Association and the TRHA

- Performs other related duties as assigned

ACCOUNTABILITIES

- Disclosure and non-disclosure of information

AUTHORITIES

- To liaise with intra and inter-departmental representatives

SPECIAL REQUIRMENTS

- Willing to work overtime, public holidays and weekends as requested by the Chief Executive Officer

SUPERVISORY RESPONSIBILITY

None

REPORTING

Reports directly to the relevant Manager/Supervisor or duly authorised officer

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to use diplomacy and discretion, when giving out information and referring and directing callers and visitors
- ICT skills - Proficiency in the use of Microsoft Office Suite;
- Excellent inter-personal, communications, leadership and analytical skills
- Knowledge of office practice and procedures
- Ability to understand and follow simple oral and written instructions

CREDENTIALS AND EXPERIENCE

- Three (3) GCE or CXC “O” Levels (Grades I or II) including English Language
- One year experience operating a multi-line telephone or switch board system

APPROVALS:

Supervisor: _____

Date: _____

Human Resources: _____

Date: _____

CEO: _____

Date: _____

Employee Review:

I have read the above, and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities or requirements. I understand that this description does not preclude my supervisor's authority to add or change duties or responsibilities, and understand that the performance of other duties will be required from time to time in order to meet the Authority's needs. I have been given a copy of this description.

Incumbent's Signature: _____ **Date:** _____