

THE ORTHOPEDIC INSTITUTE OF PENNSYLVANIA

family of care



Job Title: Switchboard Operator

Date Created: 8/17/2016

Reports To: Patient Support Team Supervisor

Last Revision: 3/22/2018

Department: Operators

FLSA: Non-Exempt

GENERAL SUMMARY OF DUTIES: Responsible for answering and routing incoming calls in a timely, efficient manner.

ESSENTIAL FUNCTIONS

- Opens/closes switchboard following standard procedure.
- Answers telephone and routes calls promptly
- Open and sort US Mail and incoming faxes that come through Medent
- Other duties as assigned –ie – processing no shows, rescheduling charts, scanning documents, and chart prep

EDUCATION

High school diploma or GED required.

EXPERIENCE

Previous experience in switchboard operations, preferably in health care setting.

ENVIRONMENTAL/WORKING CONDITIONS

Work is performed in an office setting with some travel between offices. May be stressful at times due to multiple projects and priorities. May deal with angry or upset patients.

PHYSICAL/MENTAL DEMANDS

Work requires hand dexterity, stooping, bending, and sitting. Employee must possess visuals and auditory acuity in order to communicate with physicians, co-workers, patients and outside customers.

Employee Print

Date

Employee Signature

Date