

Position Summary Description

Position Title: Switchboard Operator/Receptionist
(X) Non-Exempt / Hourly () Exempt / Salaried

Department: Administration

Reports To: Executive Assistant

Date Written: New: March 30, 1998 Revised: Feb, 2015

I. JOB SUMMARY

The Switchboard Operator/Receptionist is responsible for answering telephone calls, registering visitors and guests to LifeCare Hospital and performing various typing and/or clerical tasks.

II. ESSENTIAL FUNCTIONS

- A. Presents a positive image of Integrity Transitional Hospital at all times through personal appearance and telephone skills.
- B. Answers all incoming calls in a timely (within three rings) and professional manner.
- C. Assists patients and employees in making out-going calls in a friendly and efficient manner.
- D. Pages and uses every means available to locate persons who are receiving calls.
- E. Occasionally takes messages and sees that they are given to the appropriate persons in a timely manner.
- F. Monitors visitors regarding visiting hours.
- G. Sees that all visitors sign in.
- H. Assists in implementing strict visiting rules on specific patients.
- I. Always coordinates with the Human Resources Director or Nurse in charge regarding special circumstances concerning patient calls and visitors.
- J. Stays informed of employee absences and return to LifeCare Hospital of North Texas
- K. Is always aware that the switchboard is the primary responsibility.
- L. Never leaves the telephone unattended.

- M. Is responsible for maintaining a professional atmosphere in the reception area.
- N. Performs various duties assigned by the Business Office Manager.
- O. Supports Business Development with special projects as assigned
- P. Actively participates in quality improvement processes for the hospital.

III. MARGINAL FUNCTIONS. Performs other duties as assigned.

IV. REQUIRED KNOWLEDGE AND SKILLS

- A. Requires excellent oral and written communication skills with all existing employees and directors, all applicants for employment, all patient family members, as well as various individuals inside and outside the hospital.
- B. Must be able to demonstrate the ability to safely perform the essential functions of this position with or without reasonable accommodation.
- C. Must be able to prioritize duties and exercise flexibility in completion of projects.
- D. Must be able to discern and relay information, both interpersonal and written, to the manager as necessary.

V. PHYSICAL/MENTAL DEMANDS

- A. Sedentary Work: Exerting up to ten pounds of force occasionally and/or a negligible amount of force frequently and/or constantly to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time.
- B. Adequate range of motion and mobility required.
- C. Sitting or standing, bending, stooping, and the ability to carry items weighing up to 20 pounds.
- D. Talking and the ability to express and exchange ideas by means of language.
- E. Hearing and the ability to perceive the nature of sounds.
- F. Near acuity with clarity of vision at 20 inches or less required.
- G. Ability to read, record or type data quickly and adequately required.
- H. Ability to collect and analyze numerical and written data and verbal information to reach logical conclusions and the ability to determine the time, place, and sequence of operations or actions required.

VI. ENVIRONMENTAL/WORKING CONDITIONS

- A. Working long hours between breaks or meals required.

- B. Ability to work under and handle stress in an appropriate manner required.
- C. May be exposed to high, medium, or low noise intensity.
- D. Constant contact with employees required.
- E. Category 3 - Jobs in which required tasks involve no greater exposure to blood, body fluids, or tissues than would be encountered by a visitor. The normal work routine involves no exposure to blood, body fluids, or tissues and the worker can decline to perform tasks without retribution.

VII. MACHINERY/TOOLS/EQUIPMENT REQUIREMENTS

- A. Switchboard
- B. Computer/Printer

VIII. SUPERVISES

NA

IX. EDUCATIONAL/EXPERIENCE

REQUIRED:

- A. High school diploma
- B. Six months experience in answering a hospital or multiple line switchboard.
- C. Basic computer knowledge.
- D. Ability to perform basic office functions.

DESIRED:

NA

A review of this position description may have excluded some of the marginal functions of the position that are incidental to the performance of fundamental job duties. This position description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job related instructions and to perform any other job related duties requested by their supervisors.