



Job Description

Job title	<i>Switchboard Operator</i>	Job Holder	<i>Vacant</i>
Reports to	<i>IT Operations Manager</i>	Section	<i>IT</i>

Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

Services are delivered primarily through the 127-beds at the Cayman Islands Hospital (the country’s principal health care facility), and the 18-beds at the Faith Hospital on Cayman Brac. Ancillary services are offered at district health centres, and clinics for dental and ophthalmologic care. Residents of Little Cayman can access care through the island’s clinic which is a purpose-built facility.

The incumbent provides a complete communication and answering service for the Cayman Islands Health Services. 24-hour coverage for this service is provided. This will include the answer and transfer of calls throughout the George Town Hospital. Postholder will be required to work shifts, on weekdays, weekends and Public Holidays

Job purpose

To provide a complete communication service to the Cayman Islands Health Services. This will include answering and transferring calls throughout the George Town Hospital and monitoring various alarm systems.

Dimensions

- Postholder does not supervise any other staff.
- Postholder has no budgetary responsibilities.
- Postholder processes all incoming calls to the hospital daily. The switchboard is very busy due to the large number of daily telephone calls and the number of telephone extensions.

Duties and responsibilities

- Answer the switchboard in a very prompt and professional manner.
- Transfer calls to the various extensions as well as to offer helpful information.
- Place overseas calls when necessary, keeping a complete record.
- Verify telephone bills.
- Monitor various alarm systems, which are located in the switchboard room and notify appropriate personnel.

- Record and relay messages to hospital personnel who are not available when call is received.
- Page doctors when necessary.
- Duties are carried out on a daily routine basis. Post holder must be attentive in answering all calls promptly and is required to follow procedures and guidelines.
- The post holder is required to carry out the duties in a responsible and professional manner – displaying our “Caring People, Quality Service” motto at all times.
- Post-holder must liaise with staff regarding placing of calls, general public when receiving calls and giving authorized information to local and overseas organizations. Post holder is required to report any problems or other circumstances which may arise to the supervisor.
- The incumbent provides a complete communication and answering service for the Cayman Islands Health Services. 24-hour coverage for this service is provided. This will include the answer and transfer of calls throughout the George Town Hospital. Postholder will be required to work shifts, on weekdays, weekends, and Public Holidays
- Duties are carried out on a daily routine basis. Post holder must be attentive in answering all calls promptly and are required to follow procedures and guidelines. The post holder is required to carry out the duties in a responsible and professional manner – displaying our “Caring People, Quality Service” motto at all times.

Qualifications, Experience & Skills Requirement

Education and Experience Requirements:

- High School Certificate

Performance Requirements:

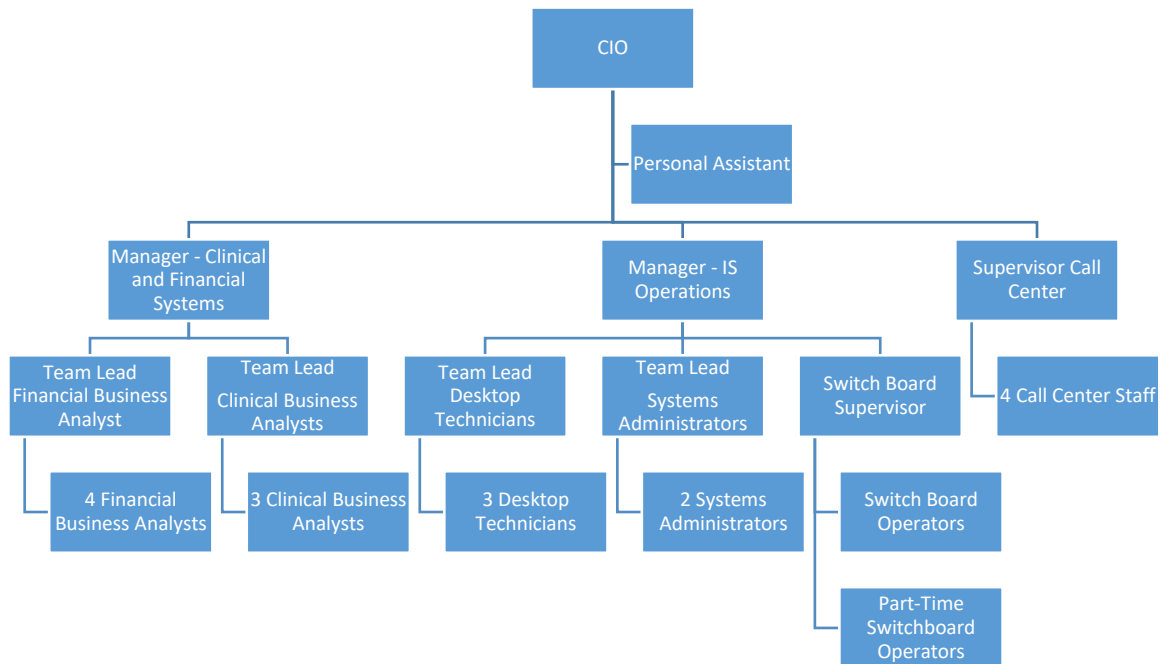
Knowledge:

- Must have switchboard training and a Customer Service
- Customer Service course would be advantageous.
- Postholder must be mature, professional, personable, attentive and have a helpful voice.
- 1 year working experience.

Skills and abilities:

- Excellent people skills and solid communication skills.
- Ability to effectively interact with other professionals, executives, and senior management, including physicians, clinical leadership, and the Board.
- Proficiency in the use of Microsoft Office, excellent written and oral communication skills.

Direct reports



Other Working Relationships

- All H.S.A Staff
- General Public

Decision Making Authority and Controls

Post-holder does not supervise any other staff.

Working conditions

Postholder is required to work shifts, weekends, and public holidays.

Physical requirements

The position requires the incumbent is required to stand for extended periods of time, do repetitive tasks with few breaks, and so forth.

Problem/Key Features

Due to the nature of the post and the continual contact with the public, the incumbent must possess a pleasant voice and have the ability to remain calm in dealing with all types of people.

Evaluation Metrics

- Proper telephone etiquette
- Volume of calls
- Code Blue response time
- Deliver messages on time.

Approved by:	<i>CCS/CIO</i>
Date approved:	<i>10-Oct-22</i>
Reviewed:	<i>10-Oct-22</i>
Next Review	<i>10-Oct-24</i>
Manager Signature:	
Date:	
Employee Signature:	
Date:	