

# Switchboard Operator

The Group is committed to creating places of healing for their communities, focused on attracting the best expertise and dedicated to building a steadfast, devoted team.

## Role Summary:

The Switchboard operator is responsible for answering the incoming calls in a professional and friendly manner as well as liaising and communicating at all levels and to adapt and respect all cultures. Excellent interpersonal communication skills

## Key Work Output and Accountabilities:

- Answers the telephone in a friendly and professional manner
- Takes messages for staff, patients and doctors
- 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 all relevant information and contingency plans updated
- Update hospital telephone lists and relevant telephone numbers

## Inherent Requirements:

- Grade 12 or equivalent NQF Level 4 Qualification
- Switchboard experience, preferable in a Hospital environment
- Advanced Computer Literacy

**If you are interested in the position and wish to apply, kindly forward your CV to [Recruitment2.RHHC@lenmed.co.za](mailto:Recruitment2.RHHC@lenmed.co.za)**

By applying for this position and providing us with your CV and other personal information, you are consenting to the information being used for the specific purpose for which it was provided, which is recruitment purposes and possible appointment purposes (should you be successful). Please note that your information will be processed for recruitment purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent. If your application is not successful, we retain your CV and other information provided for a period of 6 months after which it will be destroyed in a secure manner. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection and we will immediately destroy your personal information in a secure manner.



## WORK PROFILE

**Location:**  
Royal Hospital and Heart Centre,  
Kimberley (Northern Cape)

**Job Grade:**  
B1

**Benefits:**  
Pension Fund & Medical Aid

**Date Posted:**  
05 August 2022

**Closing Date for Applications:**  
11 August 2022

Lenmed is an Equal Opportunity Employer. The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Lenmed actively supports the recruitment of people with disabilities. In the event of any physical or psychological limitation that may impair an individual's ability to perform the job function, the employee must consult the employer for reasonable accommodation.

**Should you not receive a response within three weeks after closing date, kindly consider your application unsuccessful.**