



# JOINT MEDICAL HOLDINGS PROPRIETARY LIMITED

Registration No. 2011/010448/07

## VACANCY: JOINT MEDICAL HOLDINGS

<b>DIVISION:</b>	CITY HOSPITAL -RECEPTION
<b>JOB TITLE:</b>	SWITCHBOARD OPERATOR

### PURPOSE OF POSITION

To operate switchboard to receive calls and pass them on to the correct person or department.

### KEY PERFORMANCE AREAS

- 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 complaints to relevant channels.
- Confidentiality is of utmost importance.
- Keep abreast with all relevant information and contingency plans.
- Update hospital telephone lists and relevant telephone numbers.
- Knowledge of Health and Safety Rules and emergency evacuation procedures.
- To answer all calls within 3 rings.
- Printed copies of this document are uncontrolled and must be destroyed after use.
- Performs public relations function to the department with patients, relatives, doctors & staff.
- Operating a busy Switchboard.
- Facilitate telephone calls in and out of the department.
- Log calls for hospital staff and patients where required.
- Log calls for faulty lines and switchboard.
- Assist with Reception duties as and when required.

### COMPETENCIES (The following will be advantageous)

<b>MINIMUM REQUIREMENTS</b> (Educational Qualifications & Experience)	<ul style="list-style-type: none"> <li>• Must have a Grade 12 certificate.</li> <li>• Must be Computer Literate (Excel and Word)</li> <li>• Must have a minimum of two (1-2) year's experience operating a busy switchboard – Preferably Telkom board.</li> <li>• The ideal person will have a willingness to assume job ownership, work independently and apply principles of continuous improvement.</li> <li>• Be prepared to do <b>shift-work</b></li> </ul>
<b>SKILLS</b> (Practical & Technical)	<ul style="list-style-type: none"> <li>• Must have excellent telephone skills.</li> <li>• Must possess excellent inter-personal skills.</li> <li>• Must be able to work independently under minimum supervision.</li> <li>• Good interpersonal skills with doctors, patients and colleagues are essential.</li> </ul>

<b>BEHAVIOURAL ATTRIBUTES</b> (Personality Characteristics)	<ul style="list-style-type: none"> <li>• Professionalism and initiative</li> <li>• Well-spoken and respectful</li> <li>• Must be able to adhere to all company rules and policies.</li> </ul>
<b>JMH VALUES</b> (Commitment)	<ul style="list-style-type: none"> <li>• We respect the dignity of an individual.</li> <li>• We are committed to giving our doctors top quality service.</li> <li>• We are committed to building an atmosphere of trust, and to train and develop our staff to their fullest potential.</li> <li>• We are committed to providing our shareholders with a fair rate of return on their investment.</li> <li>• We will act in a responsible manner towards our physical and social environment.</li> </ul>

CV's together with supporting documents should be submitted to: [recruitment@jmh.co.za](mailto:recruitment@jmh.co.za)

**NB: Only short listed candidates will be contacted.**

**POPIA CLAUSE – HR ADVERTS**

Your information is collected and processed in accordance with the Protection of Personal Information Act No 4 of 2013 (POPIA).

By applying to this advert, you consent to JMH (Pty) Ltd collecting and processing your personal information for the purpose of determining your eligibility for the advertised position.

If unsuccessful, your personal information is securely destroyed and is not retained by the company.

**Closing date for applications is 31<sup>ST</sup> May 2023**

**Yours faithfully**

**Jenny Bux**

**Group HR Manager**