



ISIPINGO HOSPITAL

VACANCY: JOINT MEDICAL HOLDINGS

DIVISION:	ISIPINGO HOSPITAL – RECEPTION DEPARTMENT
JOB TITLE:	TIMESHARE CLERK /SWITCHBOARD OPERATOR
PURPOSE OF POSITION	
<ul style="list-style-type: none"> To ensure all calls are answered and transferred to the relevant departments. 	
KEY PERFORMANCE AREAS	
<ul style="list-style-type: none"> Must have excellent telephone etiquette. Answer a high volume of calls and maintain a rapid response rate according to agreed standards. Must be prepared to do shift-work (Night shift / Day Shift). Accurate record keeping and timeshare billings. Attending to caller inquiries. Maintaining and efficiently taking down appointments for all part time consulting doctors. Respect the confidentiality of patients, visitors, and doctors' requirements, addressing their needs with maturity and concern. Must be able to work under pressure, independently and unsupervised. Switchboard experience would be an added advantage. Excellent inter-personal and communication skills. 	
COMPETENCIES (The following will be advantageous)	
MINIMUM REQUIREMENTS (Educational Qualifications & Experience)	<ul style="list-style-type: none"> Must have Grade 12 qualification. Must be computer literate. Minimum 1-2 years relevant hospital experience will be advantageous. Must be able to communicate at all levels The ideal person will have willingness to assume job ownership, work independently and apply principles of continuous improvement.
SKILLS (Practical & Technical)	<ul style="list-style-type: none"> Must be honest, truthful, and conscientious in their approach to, and in their performance of their work. Professionalism, friendliness and efficiency are standard required at all times. Develop a spirit of teamwork amongst colleagues in all Departments recognising the needs for a friendly working environment.
BEHAVIOURAL ATTRIBUTES (Personality Characteristics)	<ul style="list-style-type: none"> Professionalism and initiative Well-spoken and respectful Must be able to adhere to all company rules and policies.
JMH VALUES (Commitment)	<ul style="list-style-type: none"> We respect the dignity of an individual. We are committed to giving our doctors top quality service. We are committed to building an atmosphere of trust, and to train and develop our staff to their fullest potential. We are committed to providing our shareholders with a fair rate of return on their investment. We will act in a responsible manner towards our physical and social environment.
CV's together with supporting documents should be submitted to: isirecruit@jmh.co.za	
NB: POPIA CLAUSE	
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.	
<p>Closing date for applications is 29 April 2022</p> <p>Yours faithfully Jenny Bux Group HR Manager</p>	