

PBX Operator Cover Letter

635 Kilback Drive
New Benjamin, NE 67350

Dear Blake Effertz,

In response to your job posting for PBX operator, I am including this letter and my resume for your review.

Previously, I was responsible for 24-hour processing of all inbound calls from the public at large providing general information and provider referral services, work with the Ask-A-Nurse RNs providing telephone support services and operate the Public Branch Exchange (PBX) telephone system as backup support to the PBX Operators.

My experience is an excellent fit for the list of requirements in this job:

- Prior experience managing high volume of inbound telephone calls preferred
- Corrects and updates posted information as needed
- Accurately utilizes the features of the PBX consoles, headsets, telephones and other related equipment
- Assist with maintaining cleanliness, safety and security of the PBX area
- Ensures release of information is consistent with all privacy policies
- Typing skills and customer service skills
- Experience in customer service and preferably dispatch
- Prior customer service skills training preferred

Thank you in advance for reviewing my candidacy for this position.

Sincerely,

Rory O'Keefe