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# Example of Switchboard Operator Job Description

Our innovative and growing company is hiring for a switchboard operator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for switchboard operator

* Ensure phone calls are directed to the appropriate department
* Be knowledgeable of all departments to be able to answer basic questions
* Direct callers in case of emergency situations
* Monitors alarms and notifies appropriate personnel
* Coordinates staffing schedule and provides training
* Provides coverage when staffing problems arise
* Coordinates telephone adds, moves and service calls
* Runs telephone reports as requested
* Call in repair for faxes and pagers
* Keeps accurate records of pager assignments

## Qualifications for switchboard operator

* Computer skills including Microsoft Outlook, Word and Excel
* Clear and pleasant telephone voice
* Updates Medical Software as needed
* Updates cellular devices as requested
* Provides input for performance reviews and initiates solutions to problems and challenges that arise at switchboard
* Provides direct supervision of Telecommunication staff