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# Example of Switchboard Operator Job Description

Our growing company is searching for experienced candidates for the position of switchboard operator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for switchboard operator

* Monitors all gas alarms (Liquid Oxygen, Nitrogen, Nitrous Oxide, and Vacuum line pressure) and Blood bank temperature
* Assists partners with use of the Language line and clean Language Lines phones after each use
* Replace Patient phones as needed
* Replace broken pagers as needed
* Answering and forwarding telephone calls in a timely manner with efficiency and professionalism
* Initiate life saving communications in emergency situations
* Maintain accurate detailed logs of daily activity, including codes, keys, alarms, long distance calls, language lines, and lost and found, where applicable
* Provide after hours service and maintain on call schedules for multiple hospital departments
* Notify appropriate personnel and provide customer follow up and feedback in a timely manner
* Answer all incoming calls and route to proper office or individual

## Qualifications for switchboard operator

* Experience answering a multiple telephone lines
* Ability to deal with a very busy environment and cope under this pressure
* Polite and professional phone manner and appearance
* Willingness to share information
* Willingness to work as part of a tight team to cover and support whenever required
* Ability to apply and follow process intelligently