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# Example of Switchboard Job Description

Our company is looking to fill the role of switchboard. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for switchboard

* Manage meeting room bookings and visitor parking requests
* Be able to demonstrate good negotiation skills and questioning techniques
* Display a confident and professional telephone manner
* Notifies the base telephone systems manager (or designated alternate) of alarm phones and alarm indications as received
* Maintain a favourable working relationship with fellow associates in the Front Office, with associates throughout the hotel/company
* Maintains a profile on each physician with paging parameters and pertinent demographic information, availability and coverage information
* Facilitates communication between Physicians and their patients during and after office hours
* Maintains an accurate on-call sheet on each shift, making changes as they occur
* Supplies batteries and loaner pagers as required
* Gives information on MMC meetings and activities

## Qualifications for switchboard

* Minimum of one year office/clerical experience required
* Answer requests from hospital for in-house telephone extensions, use of the phone and paging system, and educates staff on use of the MMC directory, Smart Web and Smart Speech
* Provides scanning services for various departments
* Other duties as assigned by the Switchboard Manager and Director of Information Services, including additional work during slow periods
* Operate switchboard unit to relay a high volume of incoming, outgoing, and interoffice calls
* Supply information to callers in a professional manner