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# Example of Switchboard Job Description

Our company is hiring for a switchboard. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for switchboard

* Oversee and answer all incoming phone calls
* Create a fantastic first impression for visitors
* Maintain various office files and provide general office filing support
* Arrange, review, and distribute incoming mail according to specified procedures
* Receive and process incoming calls from the switchboard and route to proper places
* Responds to emergencies and alarms according to policies and procedures
* Provides assistance with the use and distribution of pagers for hospital and medical staff and supports the paging system
* Supports the hospital and system philosophies maintain an exemplary guest relations attitude
* Follows proper protocol for all emergency procedures
* Maintains exceptional guest relations and promotes the hospital/system philosophy

## Qualifications for switchboard

* 1 year of experience in a switchboard or multi-line phone system that handles over 200 calls daily preferred
* Over six months of prior switchboard operator experience
* A friendly and approachable manner
* A minimum of two years' recent experience as a telecommunications operator, preferred
* Ability to work under the pressure of increased calls during peak operating hours and emergency calls
* Ability to process all transactions in a professional, efficient, courteous and timely manner