

VACANCY: JOINT MEDICAL HOLDINGS

DIVISION:	DURDOC HOSPITAL -RECEPTION
JOB TITLE:	SWITCHBOARD OPERATER & BED BOOKINGS X1
PURPOSE OF POSITION	
The incumbent will be responsible for managing the full switchboard operator function & Bed bookings	
KEY PERFORMANCE AREAS	
<ul style="list-style-type: none"> • To answer incoming, internal, and designate outgoing calls in a professional and pleasant manner. • Liaise and communicate with doctors, executive personnel, public and colleagues. • Be able to designate complaints to relevant channels. • Confidentiality is of utmost importance. • Keep abreast with all relevant information and contingency plans. • Update hospital telephone lists and relevant telephone numbers. • Knowledge of Health and Safety Rules and emergency evacuation procedures. • To assist with overtime when necessary. • To answer all calls within 3 rings. • Printed copies of this document are uncontrolled and must be destroyed after use • Performs public relations function to the department with patients, relatives, doctors & staff. • Operating a busy Switchboard. • Facilitate telephone calls in and out of the department. • Log calls for hospital staff and patients where required • Log calls for faulty lines and switchboard. • Assist with Reception duties as and when required • Taking bed bookings from doctors telephonically. • Interaction with Unit Managers for possible discharges, vacant beds, etc. • Respect the confidentiality of patients, visitors, and doctors' requirements, addressing their needs with maturity and concern. • Administration controls relating to doctors' rosters and payment schedules. • Must be able to work under pressure, independently and unsupervised. • Excellent decision-making regarding movement of patients. 	
COMPETENCIES (The following will be advantageous)	

<p>MINIMUM REQUIREMENTS (Educational Qualifications & Experience)</p>	<ul style="list-style-type: none"> • Must have Grade 12 qualification. • Must be computer literate. • Must have minimum 1-2 years relevant hospital experience. • Must be prepared to do shiftwork (Night shift / Day Shift) • Must have experience with Medical Aids and Pre-authorizations Essential. • Must have knowledge of admissions will be advantageous • The ideal person will have willingness to assume job ownership, work independently and apply principles of continuous improvement. • Switchboard experience is essential
<p>SKILLS (Practical & Technical)</p>	<ul style="list-style-type: none"> • A general knowledge of hospital systems, processes, and procedures. • Excellent Communication Skills.
<p>BEHAVIOURAL ATTRIBUTES (Personality Characteristics)</p>	<ul style="list-style-type: none"> • Professionalism and initiative • Well-spoken and respectful • Must be able to adhere to all company rules and policies.
<p>JMH VALUES (Commitment)</p>	<ul style="list-style-type: none"> • We respect the dignity of an individual. • We are committed to giving our doctors top quality service. • We are committed to building an atmosphere of trust, and to train and develop our staff to their fullest potential. • We are committed to providing our shareholders with a fair rate of return on their investment. • We will act in a responsible manner towards our physical and social environment.
<p>CV's together with supporting documents should be submitted to: durrecruit@jmh.co.za</p>	
	<p style="text-align: center;">NB: <u>POPIA CLAUSE</u></p> <p>Your information is collected and processed in accordance with the Protection of Personal Information Act No 4 of 2013 (POPIA).</p> <p>By applying to this advert, you consent to JMH (Pty) Ltd collecting and processing your personal information for the purpose of determining your eligibility for the advertised position.</p> <p>If unsuccessful, your personal information is securely destroyed and is not retained by the company.</p> <p style="text-align: center;">Closing date for applications is 21 March 2025</p> <p style="text-align: center;">Yours faithfully Jenny Bux Group HR Manager</p>