JOB ANNOUNCEMENT #516127

POSITION TITLE: Switchboard Operator

SALARY: Grade 7

SUPERVISOR: Health Information Director

JOB LOCATION: Choctaw Health Center

TYPE OF EMPLOYMENT: Regular Full Time/Non-Exempt/Essential

OPENING DATE: JULY 27, 2021 JUL 27 2021

CLOSING DATE: AUGUST 10, 2021 OR UNTIL FILLED

SCOPE OF SERVICE AND AFFECT:
The incumbent will perform routine duties of transferring calls to appropriate departments or personnel. Perform duties of giving general information. Perform by using proper telephone etiquette. Perform duties under the general supervision of the Health Information Director.

DUTIES AND RESPONSIBILITIES:
1. Operates telephone switchboard to receive and transfer incoming calls to the appropriate department.
2. Operates the public address (PA) system to page individuals when needed.
3. Responsible for being respectful, courteous and helpful to patients and other callers over the telephone and in-person at all times.
4. Responsible for communicating clearly and professionally to patients and other callers over the telephone and in-person at all times.
5. Responsible for familiarity of hospital personnel and the functions of each department to be efficient in transferring calls and giving out general information.
6. Responsible for keeping work area neat and organized at all times.

Form Amended 7/1/2021
7. Assists with light receptionist duties when possible, such as sorting and indexing documents in preparation of scanning, and may assist in scanning documents.
8. Performs other duties as assigned by supervisor.

OTHER REQUIREMENTS OF THE POSITION:
1. Sense of integrity and commitment to patient confidentiality.
2. Able to handle frustrating circumstances in a calm and composed manner.
3. Must have a positive, friendly, upbeat, and accommodating tone.
4. Must possess a strong work ethic and team player mentality.
5. Must be able to politely greet each patient as he/she calls.

WORK ENVIRONMENT:
Work is performed in the Health Information Department of the Choctaw Health Center in an office setting which is adequately lighted, heated and ventilated.

QUALIFICATIONS:
1. High school diploma or GED equivalent required.
2. Good oral communication skills are required.
3. Ability to speak Choctaw and English is preferred.
4. Incumbent must possess a pleasant personality because of working closely with patients, various providers and other Choctaw Health Center staff.
5. Must possess a valid Mississippi driver’s license, reliable transportation, and automobile liability insurance.
6. This is an essential position. The incumbent must be dependable and be able to report to work on time daily, give leave request in a timely manner to ensure position coverage and work whenever required.
7. Must be able to work during inclement weather.
8. Successful completion of criminal background investigation and drug test.

In accordance with the Choctaw Health Center Employee Health Program, pre-employment physical examination is required and an annual exam is required while employed.

**CHOCTAW HEALTH CENTER PROPERTIES ARE TOBACCO FREE**

Form Amended 7/1/2021
NOTE: The Administrative Personnel Policy & Procedures of the Mississippi Band of Choctaw Indians, Native American Preference, Section II (A), have been revised and approved, as follows:

Further bolstering this Native American preference to promote employment of MBCI members, it is the policy of MBCI to employ persons(s) who are not members of MBCI only when no qualified member of MBCI, who has applied for the position, can be trained up upgraded to fill a given job vacancy within a reasonable period of time at a reasonable cost, and then only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case-by-case basis.

The authority to waive Native American Preference laws can be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion to do so only when a motion is made by a committee member to support such waiver and the Committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member of MBCI, or to employ a person who is Native American outside the order of preference set forth in this Policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was granted. That waiver does not apply to other openings which the person who is granted the waiver may request a promotion or transfer for or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by Executive Branch supervisors, and has no right to direct, demand, or coerce any executive Branch supervisor or personnel that any specific applicant other than the one for which waiver is sought, be employed.

IF INTERESTED, SEND APPLICATION TO:

Mississippi Band of Choctaw Indians
Human Resources
P. O. Box 6033, Choctaw Branch
Choctaw, MS 39350

Form Amended 7/1/2021