

# Telephone Operator Job Description

Our innovative and growing company is looking to fill the role of telephone operator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for telephone operator

- Provide information and demonstrate knowledge of all hotel and Resort facilities and services
- Processes group alert test twice daily
- Expedites medical emergency and crises intervention procedures using page and established procedures
- Performs on-call schedule services
- Operates various systems and facsimile equipment
- Log and report suspicious, nuisance or hostile calls to Supervisor
- Ensure off site callers not familiar with the site are directed to appropriate department or person
- Conduct the proper response notification of all malicious calls, bomb threats, and security-related calls
- Maintain a record of interruptions in performance and immediately conduct the proper response providing the reason
- Maintain a record and include any major outstanding operator issues along with status in daily reports

## Qualifications for telephone operator

- At least one year of experience answering telephones in a business setting
- The ability to prioritize and use good judgment is essential for making decisions in emergency situations
- Prior operator or call center experience preferred
- Minimum one year experience as a telephone operator in a health care facility or a telephone company using various communications console, or coordinating customer service activities in person or by telephone for the purpose of supplying products or services to buyers, sellers, or other business customers
- One (1) year of experience in telephone switchboard, multi-line phone system, and/or customer service preferred
- Must be fluent in English, bi-lingual (Spanish) a plus

# Answering Service Operator Job Description

**Yijin Wang**



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