

# 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

**Sebastian Brünink**

## **Answering Service Operator Job Description:**

Information Communication Occupations: a Suggested Curriculum Guide United States. Office of Education,1970

**Occupational Outlook Handbook** ,1986 Describes 250 occupations which cover approximately 107 million jobs

**Information Communication Occupations (U.S.O.E. Classification Code 14.0400)** C.E. Leslie and Associates,1970

**Part Time Jobs** Vivienne Sernaqué,Nachman Urieli,1982      Occupational Outlook Handbook United States. Bureau of Labor Statistics,1987      *National Occupational Classification: Occupational descriptions* ,1993      Job Guide ,1973

Current Career and Occupational Literature, 1973-1977 Leonard H. Goodman,1978 USA Annotated bibliography of career profiles and other information sources relating to career education in 450 occupations includes literature on vocational counselling job searching fellowships career planning woman workers disabled workers etc As well as a directory of us publishers and distributors      Enhanced Occupational Outlook Handbook Jist Works,2008-07 Job seekers students and others doing in depth career research can access information on nearly 8 000 jobs in one current convenient book With more job descriptions than in any other career reference the best selling Enhanced Occupational Outlook Handbook provides a practical way to obtain and use the information from the three most authoritative occupational data sources It includes the complete text of the latest Occupational Outlook Handbook by the U S Department of Labor plus related job descriptions from the government s latest O NET database and from the Dictionary of Occupational Titles Readers learn about all of their career options in one resource Now in its all new seventh edition the EOOH is easy to use because it s organized by clusters of related jobs the same user friendly structure as in the OOH Readers doing career research and planning also learn the latest details on earnings job growth education and skills required working conditions employment trends and more A new appendix organizes all the OOH jobs by personality codes so readers can easily find related job descriptions after using any career assessment based on Holland s six personality types Realistic Investigative Artistic Social Enterprising and

Conventional      **Current Career and Occupational Literature** Leonard H. Goodman,1984      Career Handbook Canada. Human Resources Development Canada,1996 The purpose of this handbook is to provide useful reliable and accessible information about occupations to counsellors and their clients The handbook is arranged according to the National Occupational Classification and contains information about occupations in 897 distinct groups Each group is presented in the form of an occupational profile that provides a holistic picture of the occupation with certain elements emphasized for counsellor interpretation Each group is displayed on two facing pages with standardized sections including occupation codes descriptor profile prominent aptitudinal interest and worker function elements of the occupation examples of job titles employment requirements typical workplaces or employers occupational options such as mobility similar occupations classified elsewhere and comments      **National Occupational Classification** ,1993      **Bulletin of the United States Bureau of Labor Statistics** ,1985      **Management Services** ,1987      **Career Information Center** Vis Education Co.

Staff,1990 *Encyclopedia of Careers and Vocational Guidance: Career articles, PHY-Z* ,2011 Provides detailed facts and current statistics for over 750 occupations in more than 90 key career fields Contains more than 500 photographs [Career Information Center: Communications and the arts](#) ,1990 **The Big Book of Jobs** United States Department of Labor,2006-09 Offers comprehensive information on top jobs and job search techniques from the United States Department of Labor From building career management skills and writing resumes to exploring working conditions and salary ranges of 250 career possibilities this volume provides you with the tools required for an effective job search *Alaska Occupational Supply and Demand Information* ,1990 **Occupational outlook handbook 1994/95** ,1949

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