

POSITION DESCRIPTION

Position Title:	Switchboard Operator/Receptionist
Business Unit/Department:	Communications
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Communications Managers
Direct Reports:	N/A
Date Prepared/Updated:	10 May 2026

Position Purpose
The Switchboard Operator / Receptionist provides a courteous, friendly, prompt and efficient 'front of house' reception and telephone switchboard service to the hospital and undertakes various associated clerical duties.
Business Unit Overview
Support Services assists the continuum of care of patients (as well as their carers and visitors) by providing high quality nonclinical support services to Western Hospital. A major component of this support is the provision of Main Reception and Telephone Switchboard services.
Key Responsibilities
<p>The Switchboard Operator / Receptionist responsibilities include:</p> <ul style="list-style-type: none"> • Provides a first point of contact service which is courteous, friendly, prompt and efficient. • Operate for the hospital a multi-line switchboard system efficiently and troubleshooting minor issues. • Man the Emergency response call centre (Code Room) on a rotational basis. • Performing a variety of clerical duties such as filing, data entry, sorting mail, and managing correspondence. • Meet standard call centre / code room KPI's including: <ul style="list-style-type: none"> ○ Average Handle Time (AHT): The average duration of a call, including talk time, hold time, and after-call work. ○ Calls Handled per Agent: Measures workload and productivity. ○ Occupancy Rate: Percentage of time agents are actively handling calls versus being idle. ○ After-Call Work (ACW) Time: Time spent completing tasks after a call ends and returning to service state within 30 seconds. ○ Service Level: Percentage of calls answered within a target time (e.g., 80% in 20

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seconds).

- **Average Speed of Answer (ASA):** How long customers wait before reaching an agent.
- **Abandonment Rate:** Percentage of callers who hang up before being answered.
- **First Call Resolution (FCR):** Percentage of issues resolved in a single interaction.
- **Customer Satisfaction (CSAT):** Customer ratings after interactions.
- **Net Promoter Score (NPS):** Likelihood of customers recommending the service.
- **Quality Assurance (QA) Score:** Internal evaluation of how well agents follow scripts, compliance, and service standards.

Beyond basic duties, common accountabilities include:

Operational Accuracy & Control

- Maintaining precise data entry and record-keeping in real time
- Verifying details before escalating or dispatching tasks

Communication & Coordination

- Acting as a central hub between departments, field staff, or clinical teams
- Relaying time-sensitive information clearly and without error
- Escalating urgent matters according to protocol

System Monitoring & Management

- Monitoring multiple systems/screens for alerts, updates, or incidents
- Managing internal communication tools (radios, dispatch systems, software platforms)
- Identifying and reporting system faults or irregularities

Compliance & Confidentiality

- Adhering to strict privacy and data protection standards
- Following organisational policies, regulatory requirements, and audit processes

Quality & Continuous Improvement

- Participating in audits, reviews, and performance tracking
- Identifying process improvements to increase efficiency or accuracy
- Maintaining KPI targets (e.g., response times, error rates)

Team Collaboration

- Working closely with operators, supervisors, and external stakeholders
- Providing handovers between shifts with complete and accurate updates
- Supporting training or mentoring of new staff where required

Code Room KPI's

- Employees focus on speed, accuracy, and compliance to ensure public safety. Key performance indicators (KPIs) must balance productivity with the high-stress, quality-focused nature of emergency services.

Provide a courteous, friendly, prompt, and efficient switchboard service to all persons calling the Hospital from outside and all persons calling switchboard from inside the hospital.

- Handle telephone calls and inquiries clearly and efficiently.
- Provide paging services (internal and external) promptly and efficiently.
- Give clear and efficient assistance to patients, carers, visitors and staff.
- Maintain confidentiality of patient information at all times.
- Operate the WH telephone switchboard and code room efficiently.
- Maintain good knowledge of hospital departments and services.
- Provide clear and concise communication in a polite manner in the process of performing duties to achieve a high level of satisfaction from service recipients.
- Staff must be available to work on Christmas day on a rotational basis.

Participate in the prevention, detection and management of emergencies in accordance with procedures under the direction of the emergency controller on duty:

- Promptly activate emergency procedures in accordance with Health Service Emergency Response procedures.
- Participate in emergency notification effectively and efficiently.
- Report on any faults with emergency communications equipment.

Undertake clerical duties in an accurate and timely fashion including (but not limited to):

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- Take messages for staff and notify them in an effective and efficient manner.
- Call taxis and couriers.
- Receive goods.
- Maintain taxi vouchers and their reconciliation.
- Other duties as required by the Communications Co-ordinators and Managers
- Prioritise tasks appropriately – focusing on patients and visitors first.
- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- Conduct yourself in a manner that will not endanger yourself or others.
- Follow Western Health's Occupational Health and Safety policies and procedures.
- Report any unsafe work practices, hazards, near-miss incidents and accidents.
- Maintain awareness of the Occupational Health and Safety Act 2004 and the Accident Compensation (Work Cover) Act 1992.
- Contribute to safety awareness and promotion by contributing ideas and suggestions.
- Maintain knowledge and practice of infection control / hygiene precautions and Western Health infection control policies and procedures.

Focus on achieving performance excellence by leading and modelling the Western Health values in all that you do:

- Display the Western Health values when carrying out duties and in dealing with patients, consumers and colleagues
- Participate in personal annual performance development planning and reviews to identify learning and development needs and progress towards achievement
- Act in accordance with the Code of Conduct
- Ensure any risks and adverse events are reported appropriately and promptly and prevention strategies are implemented to ensure the safety of all patients and consumers
- Maintain the workplace and associated records in a manner that promotes achievement of key accountabilities.
 - Protect and care for equipment and materials so as to maximise the lifespan of equipment and reduce maintenance and repair costs.
 - Demonstrate respect for equipment and report faulty equipment promptly.

Build and promote relationships that respect our culturally diverse community and colleagues and enhance the patient experience:

- Work collaboratively to achieve desired outcomes for the organisation
- Ensure relationships with colleagues, patients and consumers are professional and ethical and that cultural differences are respected
- Ensure an excellent standard of service is offered by partnering with patients, consumers and the community at all levels of health care provision, planning and evaluation
- Contribute and participate in a work environment that values teamwork, equal opportunity and diversity.
- Actively participate in a team environment and promote cordial relationships with peers and other staff.
- Respond promptly and maintain flexibility for completion of tasks and urgent requests.
- Respond positively when asked for assistance from peers and other staff.
 - Neat and tidy reception and switchboard area.
 - Maintain the work area in a clean and uncluttered manner.

Participate in research and professional development opportunities to promote a culture of learning:

- Support and contribute to quality and continuous improvement activities
- Participate in relevant professional development and continuing education activities
- Support and contribute to the mentoring and supervision of others
- Complete all mandatory training by the due date

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- Train other hospital staff in all aspects of Main Reception and Switchboard as directed.
- Undertake 'on the job' training of other staff as directed – promoting all tasks of the key accountabilities.
- Actively participate in the performance review process.
- Maintain an up to date knowledge of policies and procedures as they relate to the position.
- Participate in staff development and training opportunities.
- Actively seek clarification from supervisors when unclear about tasks or responsibilities.
- Actively seek feedback from staff regarding the quality of your own practice and address any areas hindering the effective and efficient delivery of the service.
- Respond to ad hoc performance surveys undertaken on the area.

Contribute to the delivery of the Operational Plan requirements of your Department/Division through efficient and effective utilisation of time, resources and equipment:

- Contribute to the responsible use and management of resources and equipment
- Identify and communicate to your Manager potential sources of waste minimisation within department/unit
- Maintain an acceptable level of attendance and adhere to Western Health policies and procedures pertaining to annual leave, personal leave and other leave as appropriate
- Handle inquiries clearly and efficiently.
- Give clear and efficient assistance to patients, carers, visitors and staff.
- Maintain confidentiality of patient information at all times.
- Maintain good knowledge of hospital layout, departments and services.
- Provide clear and concise communication in a polite manner in the process of performing duties so as to achieve a high level of satisfaction from service recipients.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Communications Managers
- Communications Co-ordinators
- Western Health Staff

External:

- General public
- Patients
- Carers
- Visitors
- Contractors

Selection Criteria

Essential

- Successful completion of VCE or equivalent experience
- Excellent written and verbal communication skills – particularly in English
- Demonstrated successful experience in reception and PABX switchboard functions
- Demonstrated ability to work in a busy customer service environment
- Capacity to work as a team player
- Demonstrated experience in the use of Microsoft Office package, particularly Word and Outlook (including email and calendar)
- Be available to work on Christmas day on a rotational basis.

Desirable

- Successful completion of a receptionist course or relevant experience
- Understanding of medical terminology

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- Familiarity with hospital environments and the health care system
- Familiarity with hospital emergency procedures

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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