Telephone Operations

Telephone Operator, Telephone Operator Lead

Answers all incoming calls from patients, family members, physicians, visitors and employees professionally with questions or directions.

Activities:

- Manages incoming calls
- Provides customer service
- Transfers calls to other departments
- Calls codes
- Answers customer questions
- Gives directions

What You Need

Knowledge

Customer Service
English Language

Skills

Clerical Skills
Problem Solving
Communication
Active Listening
Computer Skills
Conflict Resolution

Abilities

Self-Motivated
Team Player
Collaborative
Adheres to Policies

Education: High school diploma plus 1 year of customer service experience

How You'll Get There

Ochsner Learning Institute (OLI) Courses Time (Priority) Management Part 1 & 2, Controlling Conflict, Stress & Time in a Customer Service Environment, Difficult People, Effective Team Communication, Becoming More Professional Through Business Etiquette, Providing Telephone Customer Services, Become A Great Listener

Tuition Assistance Full-time: $3,000 | Part-time: $2,000

Ochsner Resource Groups Women Empowering Women (WoW), African Americans Building & Leading Equality (ABLE), PRIDE, Young Professionals Association, Hispanics at Ochsner Leading and Advocating (HOLA), Vet Force 1

Find your next move today!

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mycareer@ochsner.org

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