



Telephone Operator (Off Roll)

Conceptualized in the year 2004 as a philanthropic initiative for the Eastern and North-Eastern parts of India and the neighboring countries, the Tata Medical Center (TMC) started operations in Kolkata on May 16, 2011. The hospital is governed by a charitable trust – Tata Medical Centre Trust. It is an integrated Oncology facility with well-trained professional staff and equipped with modern facilities and the most contemporary medical equipment. The hospital was designed by Cannon Design, a renowned architectural firm from North America. It is located on 13 acres of land at New Town in Kolkata, West Bengal.

The hospital is an integrated Oncology facility with well-trained professional staff and equipped with modern facilities and contemporary medical equipment. The Hospital, with a capacity of 437 beds, serves all sections of the society, with 75% of the infrastructure earmarked for subsidized treatment for the underprivileged sections. It provides a wide spectrum of services from diagnosis and therapy to rehabilitation and palliative support. The Institution's objective is to excel in service, education and research.

To fulfil the above objectives TMC invites applications for the position of:

Telephone Operator - The position will be under third party payroll

Qualification - Graduate in any discipline. BHM is preferable

Experience - Minimum one year of experience in handling EPBX system or any telephone board.

Additional Skills required:

- Effective written, verbal communication, and interpersonal skills
- Ability to multi-task, prioritize needs to meet required timelines
- Analytical and problem-solving skills
- Customer Services experience preferred.

Job Description:-

- Responsible for answering the telephone calls, greets and directs people to the appropriate departments.
- Monitors the Hospital alarms and must be aware of the policy and procedures of all hospital emergency codes.
- Ability to handle communication systems such as PBXs, intercoms, and public address systems
- Transfer telephone calls to intended recipients after screening them properly

- Make outgoing calls on requests of hospital staff members and connecting them to calls.
- Answer queries pertaining to admitted patients by following strict confidentiality protocols
- Create and maintain logs of incoming and outgoing calls on a daily basis.
- Operate intercoms to communicate with medical staff during emergency services

***For more details about the job positions, qualifications, eligibility and application forms, please log on to our website: www.tmckolkata.com.**

You may also Email or Post applications by **31st October 2020** to: Mr. Suvasish Mukherjee, Head-Human Resources, Tata Medical Center, 14 MAR (EW), New Town, Kolkata - 700160. Email - suvashish.mukherjee@tmckolkata.com.