

Mercy University Hospital, Cork is a Catholic Voluntary Hospital founded in 1857 by the Sisters of Mercy. It is a centre of National and International excellence, renowned for its research and tertiary services and is a teaching hospital of University College Cork. The Mercy University Hospital provides specialist in-patient, day-patient out-patient services and accident and 24/7 emergency services in the centre of Cork City.

We are currently looking for candidates to fill the following position(s);



# Clerical Officer (Permanent)

## Switchboard

*(Under the Governance of Mercy University Hospital Cork CLG.)*

The operator will provide an efficient Switchboard and Reception service in a prompt, courteous and professional manner. They will act as principal point of contact for Staff, Patients, Relatives and External Shareholders.

### Responsibilities - *The post holder will;*

- Operate Communication Systems-Switchboard, Paging Systems-Two Way Radios.
- Answer Incoming and Outgoing Calls and Transfer Calls to the appropriate Departments.
- Deal with Queries from internal/external callers in a professional and caring manner
- Provide Information to internal and external callers
- Respond to Medical, Paediatric, Security and Fire Emergencies in a calm and professional manner.
- Monitor/Respond to Alarms in Main Reception to ensure that secure conditions are maintained.
- Prepare and Distribute NCHD/Consultants on Call lists throughout the Hospital and ensure accuracy of same.
- Contact Staff on Call outside of normal hours in a timely manner
- Test Paging Systems Daily.
- Partake in the weekly testing of the Hospital's Fire Alarm Systems.

### Eligibility Criteria – *Candidates must have:*

- Leaving Certificate/Equivalent
- Switchboard experience
- Excellent communication and interpersonal skills
- Excellent written and oral communication skills
- Good Computer Skills
- Excellent organizational skills
- Ability to work in a busy environment
- Ability to work as part of a Team

**Closing Date for Applications – 1pm Wednesday 27<sup>th</sup> March 2019**

#### 1. Email

E-mail a letter of application together with your CV and names and numbers of 3 referees to:

**recruitment@muh.ie**

#### 2. Post

Send 3 hard copies of your CV together with a letter of application and names and numbers of 3 referees to:  
Human Resources, Mercy University Hospital,  
Grenville Place, Cork, Ireland

**recruitment@muh.ie**

*Terms and conditions of employment are in accordance with the Department of Health and Children regulations. Mercy University Hospital is an equal opportunities employer. Canvassing will disqualify.*