

Job Class Profile: Switchboard Operator I**Pay Level: CG-19 Point Band: 292-315**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	3	3	4	2	1	2	1	3	
Points	47	50	19	19	60	22	41	21	32	311

JOB SUMMARY

The Switchboard Operator I is responsible for the operation of a central switchboard (telecommunications) and the performance of related clerical and receptionist tasks.

Key and Periodic Activities

- Responds to general enquiry calls from the public, emergency calls from hospital units, specialists and other public safety organizations and logs all responses.
- Performs related clerical duties (i.e. operates tele-directory network, operates fax machine, files correspondence, maintains records, processes mail, programs pagers, etc).
- Performs information and communication management tasks (i.e. maintains current call sheets, assigns Telecommunications Device for the Deaf (TDD), acts as a referral service for the public, and provides on call answering services).
- Performs emergency response functions such as maintaining files for medical alarms and emergency codes.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of medical terminology.

Formal Education and/or Certification(s):

- Minimum: High School Diploma.

Years of Experience:

- Minimum: None.

Competencies:

- Follows basic instructions and work processes.
- Applies established techniques in the completion of activities.
- Writes simple letters, memos and other documentation.
- Proof reads, edits and formats a variety of documents.
- Uses various computer software programs such as spreadsheets, word processors, databases, and specialized medical software programs (i.e. Meditech).

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening to information from others, asking questions, and providing routine information and direction to others. Interactions include dealing with patients and/or general public on sensitive confidential health issues, and providing routine direction or advice.
- Communication occurs with employees in the immediate work area, department/group, in other departments, supervisors, managers, suppliers, professional advisors and others.
- Most significant contacts are employees within the immediate work area, supervisors/managers, and patients/general public.

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue, requiring periods of rest.
- There may be an occasional requirement to lift/move objects, such as files and records up to 10 lbs.
- Constant fine finger/precision work while manipulating the computer responding to requests for information, using the paging system, or checking schedules.

Concentration

- **Visual** concentration is constantly required while accessing information within the computerized system.
- **Auditory** concentration occurs on a regular basis when determining information requests from patients.
- Work is regularly impacted by **interruptions and multiple time pressures/deadlines** with a **lack of control over work pace** (i.e. emergency situations that need a co-ordinated response).
- **Exact results and precision** are required when initiating emergency codes within the facility, or paging health care professionals.

Complexity

- Work typically involves activities that are similar in terms of skills and knowledge used and tasks are usually well defined.
- Problems tend to be simple and can be addressed by following procedures or guidelines.
- The most typical challenge or problem is lost or compromised communications when a trauma code is in progress.
- Co-workers, policies, procedures and guidelines exist to assist and address issues and challenges.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed and controlled.
- Requires supervisor's approval for all decisions.
- Independent judgement is used for tasks involving the release of confidential information,

however, protocols exist and must be followed.
Impact
<ul style="list-style-type: none"> — Impacts generally are felt within the immediate work area and outside the department/group, and on customer/clients/general public. — Resources impacted include equipment, information, health and safety, and corporate image. — Inaccurate reporting can result in a delayed response time when responding to emergency situations. — In the event of a mistake or error the consequence is directly felt on the organization and ultimately the patients. — Legislation, policies, and procedures are in place to mitigate impacts and errors.
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsible for the supervision of staff. — May be required to provide orientation and/or common advice/guidance.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Not required to take any special precautions or wear safety equipment. — Regularly exposed to unusual distracting noise, glare from computer screen and a lack of privacy.