

**Job Class Profile: Switchboard Operator II****Pay Level: CG-21 Point Band: 340-363**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	2	4	2	1	2	1	2	
Points	93	50	13	19	60	22	41	21	21	340

**JOB SUMMARY**

The Switchboard Operator II directs all general public telephone inquiries to the correct telephone number and location of provincial government officials and employees.

**Key and Periodic Activities**

- Responds to public telephone inquiries for all government departments and public bodies.
- Communicates electronically to employees regarding inquiries for service.
- Schedules departmental meeting rooms.
- Ensures departmental security procedures are followed respecting visitors.
- Ensures identified tasks are communicated appropriately to maintenance staff.

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

- General knowledge computer operations to search and locate the appropriate information.

**Formal Education and/or Certification(s):**

- Minimum: 1 Year Specialized Post-Secondary Diploma in computer studies.

**Years of Experience:**

- Minimum: less than 1 year of related work experience.

**Competencies:**

- Ability to apply established techniques to complete activities.
- Ability to prepare documents and access databases.

**Interpersonal Skills**

- A range of interpersonal skills are used to listen to information from others, provide routine information, ask questions to get information and communicating complex information to others. It is important to listen to callers to ensure that the call is transferred to the proper department or employee.
- Communications occur with employees within the immediate work area, department, other departments, as well as others outside the organization but employed with the Government of Newfoundland and Labrador. Interactions also occur with sales representatives, the general

public, internal and external executive and other Municipal, Provincial or Federal Government employees.

- Most significant contacts include employees within the immediate work area, employees in other departments but within the organization, sales representatives and the general public.

## EFFORT

### Physical Effort

- The demands of the job do not result in fatigue, requiring periods of rest.
- Occasionally required to lift objects less than 10 lbs., such as incoming or outgoing packages.
- Constantly required to access information from a computer utilizing a computer/mouse which requires constant sitting with the occasional opportunity to stand.

### Concentration

- **Visual** concentration or alertness is constantly required to ensure proper telephone numbers are given or the caller is transferred to the proper department.
- **Auditory** concentration is required on a constant basis to listen to callers to ensure an understanding of the information required or purpose of the call.
- **Repetition** is constant during high volumes of answering and directing calls, and requires that the workstation be manned at all times.

### Complexity

- Work involves a series of tasks or activities that are similar/related in terms of the skills and knowledge used and where the tasks are usually repetitive and well defined. Occasionally tasks may vary, however, guidelines and procedures are in place to address any issues that may arise.
- The most typical challenge relates to scheduling boardrooms for meetings and ensuring that the room is not overbooked.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work procedures and processes are prescribed with minimal opportunity to exercise discretion in decision making.
- Work is evaluated on the basis of the courtesy and efficiency shown in the overall operation of the switchboard.

### Impact

- Work tasks directly impact the general public by providing the information requested and/or directing their calls appropriately.

### Development and Leadership of Others

- Not responsible for the supervision of staff.
- Provides common advice/guidance and orientation to new employees.

**WORKING CONDITIONS****Environmental Working Conditions**

- No precautions or safety equipment required.
- Work is performed in an open office environment where there may be occasional exposure to unusual/distracting noise and lack of privacy.