



Provincial Job Description

TITLE:
(177) Switchboard Operator

PAY BAND:
9

FOR FACILITY USE:

SUMMARY OF DUTIES:

Operates switchboard, directs calls and provides information.

QUALIFICATIONS:

- ♦ **Grade 12**

KNOWLEDGE, SKILLS & ABILITIES:

- ♦ **Intermediate computer skills**
- ♦ **Basic keyboarding skills**
- ♦ **Problem solving skills**
- ♦ **Communication skills**
- ♦ **Interpersonal skills**
- ♦ **Basic medical terminology, where required by the job**

EXPERIENCE:

- ♦ **Previous: Twelve (12) months previous experience working with a major telephone system.**

KEY ACTIVITIES:

A. Switchboard Operation

- ◆ Operates switchboard, directs calls and provides information.
- ◆ Responds to codes and alarms, (e.g., door alarms, code red).
- ◆ Pages individuals via pocket pagers, texting and overhead.
- ◆ Assists patients in use of phone.
- ◆ Communicates with security.
- ◆ Orientates others on use of pagers.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

B. Reception

- ◆ Greets public and provides general information/reception duties.
- ◆ Provides information to public (e.g., room numbers of clients/patients/residents).

C. General Office Duties

- ◆ Books vehicles and conference rooms; handles keys for same.
- ◆ Performs word processing/data entry (e.g., census for Nursing Office and Admitting, on-call lists).
- ◆ Books patient appointments with physicians.
- ◆ Collects fees (e.g., resident fees, parking passes).
- ◆ Performs clerical duties (e.g., files, photocopies, faxes).
- ◆ Processes mail.
- ◆ Delivers payroll time sheets.
- ◆ Maintains all doctor/resident/JURSI names and numbers in department database.
- ◆ Maintains department phone directories.
- ◆ Maintains on-call schedules.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

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