# Provincial Job Description

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**TITLE:**
**(177) Switchboard Operator**

**PAY BAND:**
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*FOR FACILITY USE:*

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## 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**
♦ **Ability to multi task**
♦ **Ability to work independently**
♦ **Basic medical terminology, where required by the job**

## EXPERIENCE:

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

## *KEY ACTIVITIES:*

### A. <u>Switchboard Operation</u>

♦ **Operates switchboard, directs calls and provides information.**
♦ **Responds to codes and alarms, (e.g., door alarms, code red).**
♦ **Pages individuals via pocket pagers, messaging and public address system.**
♦ **Assists patients in use of phone.**
♦ **Communicates with Protective Services and/or maintenance.**
♦ **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. <u>Reception</u>

♦ **Greets public and provides general information/reception duties.**
♦ **Provides information to public (e.g., room numbers of clients/patients/residents).**
♦ **Distributes taxi and hotel vouchers.**
♦ **Answering service for multiple facilities/departments and relaying information.**

### C. <u>General Office Duties</u>

♦ **Books vehicles and conference rooms; handles keys for same.**
♦ **Performs word processing/data entry using a variety of computer software (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., filing, photocopying, faxing).**
♦ **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:*

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*SGEU:*

*SAHO:*

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*Revision Date:  May 16, 2024*