


Job Evaluation Rating Document

	Job Title <u>Switchboard Operator</u> Date <u>October 2000</u> Revised Date <u>2004, Nov 2005; December 12, 2018</u> Revised Date <u>May 16, 2024</u>	Code <u>177</u>
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Decision Making Follows clearly prescribed practices when answering switchboard and booking physician appointments. Solutions to issues such as emergencies and alarms are selected from a limited number of pre-existing alternatives.	Degree <u>2.0</u>
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Education Grade 12.	Degree <u>2.0</u>
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Experience Twelve (12) months previous experience working with a telecommunications system. Six (6) months on the job to learn various telecommunications systems, computer software, codes and become familiar with department policies and procedures.	Degree <u>5.0</u>
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Independent Judgement Uses established methods when operating various telecommunications systems. Has choice of action when prioritizing responses to calls and alarms.	Degree <u>2.0</u>
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Working Relationships Requires courtesy and tact when dealing with clients/patient/residents and families. Has regular contact with the general public requiring tact and discretion.	Degree <u>2.5</u>
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Switchboard Operator

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<p>Impact of Action</p> <p>Misjudgement in contacting physician with stat calls may result in a delay in succeeding or related service. Misjudgement in responding to code protocols may impact public/employee relations.</p>	<p>Degree</p> <p>2.0</p>
<p>Leadership and/or Supervision</p> <p>May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.</p>	<p>Degree</p> <p>1.0</p>
<p>Physical Demands</p> <p>Regular physical effort confined to switchboard with little choice of action.</p>	<p>Degree</p> <p>2.0</p>
<p>Sensory Demands</p> <p>Frequent sensory effort with competing multiple sensory demands such as alarms, monitors and switchboard.</p>	<p>Degree</p> <p>3.0</p>
<p>Environment</p> <p>Occasional exposure to major disagreeable conditions such as aggressive clients/patients/residents/families and verbal abuse.</p>	<p>Degree</p> <p>3.0</p>