


Job Evaluation Rating Documentation

<p>CUPE, SEIU, SGEU, SAHO</p> 	<p>Job Title <u>Switchboard Operator</u></p> <p>Date <u>October, 2000</u></p> <p>Revised Date <u>2004</u></p> <p>Revised Date <u>November, 2005</u></p>	<p>Code</p> <p style="text-align: center;"><u>177</u></p>
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<p>Decision Making</p> <p>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.</p>	<p>Degree</p> <p style="text-align: center;"><u>2.0</u></p>
<p>Education</p> <p>Grade 12.</p>	<p style="text-align: center;"><u>2.0</u></p>
<p>Experience</p> <p>One (1) year previous experience working with a major telephone system (e.g., Meridian, SL-1, or equivalent). Six (6) months on the job to learn various telecommunications systems, codes and become familiar with region/facility/department policies and procedures.</p>	<p style="text-align: center;"><u>5.0</u></p>
<p>Independent Judgement</p> <p>Uses established methods when operating various telecommunications systems. Has choice of action when prioritizing responses to calls and alarms.</p>	<p style="text-align: center;"><u>2.0</u></p>
<p>Working Relationships</p> <p>Requires courtesy and tact when dealing with clients/patients/residents and families. Has regular contact with the general public requiring tact and discretion.</p>	<p style="text-align: center;"><u>2.5</u></p>

Impact of Action	Degree
Performs telecommunication activities to meet quality and service requirements. Misjudgment in contacting physician with stat calls can result in a delay in succeeding or related service. Misjudgement in responding to code protocols may impact public/employee relations.	<u>2.0</u>
Leadership and/or Supervision Provides orientation to staff.	<u>1.0</u>
Physical Demands Regular physical effort confined to switchboard with little choice of action.	<u>2.0</u>
Sensory Demands Frequent sensory effort with competing multiple sensory demands such as alarms, monitors and switchboard.	<u>3.0</u>
Environment Occasional exposure to major disagreeable conditions such as aggressive clients/patients/residents/families and verbal abuse.	<u>3.0</u>

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