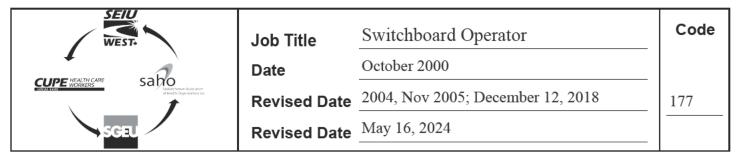
Job Evaluation Rating Document



Decision Making	Degree	
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.	2.0	

Education		Degree
Grade 12.		
	2.	2.0

Experience	Degree
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.	5.0

Independent Judgement	Degree
Uses established methods when operating various telecommunications systems. Has choice of action when prioritizing responses to calls and alarms.	
	2.0

Working Relationships	Degree
Requires courtesy and tact when dealing with clients/patient/residents and families. Has regular contact with the general public requiring tact and discretion.	
	2.5

Degree

Impact of Action

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.

2.0

Leadership and/or Supervision

May show others how to perfom tasks or duties by familiarizing new employees with the work area and processes.

1.0

Degree

Physical Demands

Regular physical effort confined to switchboard with little choice of action.

2.0

Degree

Sensory Demands

Frequent sensory effort with competing multiple sensory demands such as alarms, monitors and switchboard.

3.0

Degree

Environment

Occasional exposure to major disagreeable conditions such as aggressive clients/patients/residents/families and verbal abuse.

Degree

3.0