



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:

- ◆ **Basic computer skills**
- ◆ **Basic keyboarding skills**
- ◆ **Basic medical terminology, where required by the job**
- ◆ **Communication and interpersonal skills**

EXPERIENCE:

- ◆ **Previous: One (1) year previous experience working with a major telephone system (e.g., Meridian, SL-1, or equivalent).**

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 beepers and intercom.
- ◆ Assists patients in use of phone.
- ◆ Communicates with security by radio.
- ◆ 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 Central Vehicle Agency 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, where required by the job.
- ◆ 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 data base.
- ◆ 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.

Any revisions of this document recommended by the Joint Job Evaluation Maintenance Committee must be approved by the Parties.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Revision Date: November, 2005

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