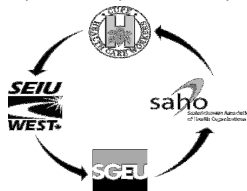


Job Evaluation Rating Documentation

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|--|---|--------------------------------------|
| <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, Nov 2005</u></p> <p>Revised Date _____</p> | <p>Code</p> <p><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><u>2.0</u></p> |
| <p>Education</p> <p>Grade 12.</p> | <p><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><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><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><u>2.5</u></p> |

| Impact of Action | Degree |
|---|---------------|
| Performs telecommunication activities to meet quality and service requirements. Misjudgement 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 May show others how to perform tasks or duties by familiarizing new employees with the work area and processes. | <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> |