


# Job Evaluation Rating Document

<p><b>CUPE, SEIU, SGEU, SAHO</b></p> 	<p><b>Job Title</b>      <u>Switchboard Operator</u></p> <p><b>Date</b>              <u>October 2000</u></p> <p><b>Revised Date</b>    <u>2004, Nov 2005</u></p> <p><b>Revised Date</b>    <u>December 12, 2018</u></p>	<p><b>Code</b></p> <p><u>177</u></p>
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<p><b>Decision Making</b></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><b>Degree</b></p> <p><u>2.0</u></p>
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<p><b>Education</b></p> <p>Grade 12.</p>	<p><b>Degree</b></p> <p><u>2.0</u></p>
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<p><b>Experience</b></p> <p>Twelve (12) months previous experience working with a major telephone system. Six (6) months on the job to learn various telecommunications systems, codes and become familiar with department policies and procedures.</p>	<p><b>Degree</b></p> <p><u>5.0</u></p>
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<p><b>Independent Judgement</b></p> <p>Uses established methods when operating various telecommunications systems. Has choice of action when prioritizing responses to calls and alarms.</p>	<p><b>Degree</b></p> <p><u>2.0</u></p>
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<p><b>Working Relationships</b></p> <p>Requires courtesy and tact when dealing with clients/patient/residents and families. Has regular contact with the general public requiring tact and discretion.</p>	<p><b>Degree</b></p> <p><u>2.5</u></p>
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Switchboard Operator

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<p><b>Impact of Action</b></p> <p>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.</p>	<p><b>Degree</b></p> <p>2.0</p>
<p><b>Leadership and/or Supervision</b></p> <p>May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.</p>	<p><b>Degree</b></p> <p>1.0</p>
<p><b>Physical Demands</b></p> <p>Regular physical effort confined to switchboard with little choice of action.</p>	<p><b>Degree</b></p> <p>2.0</p>
<p><b>Sensory Demands</b></p> <p>Frequent sensory effort with competing multiple sensory demands such as alarms, monitors and switchboard.</p>	<p><b>Degree</b></p> <p>3.0</p>
<p><b>Environment</b></p> <p>Occasional exposure to major disagreeable conditions such as aggressive clients/patients/residents/families and verbal abuse.</p>	<p><b>Degree</b></p> <p>3.0</p>