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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical  
**Grid:** 20

**Class Series:** Communications  
**Class Title:** Switchboard Supervisor I

### **I. Level Definition**

Positions at this level supervise one or two designated staff and perform a variety of switchboard and related clerical duties.

### **II. Typical Duties**

1. Supervises one or two designated staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Maintains statistics on switchboard operations by compiling and analyzing data such as user frequency and repairs required; makes recommendations regarding switchboard standards and procedures.
3. Operates switchboard by connecting incoming calls to appropriate locals and placing outgoing calls as requested; transfers calls and take messages as required; records long distance toll calls.
4. Operates the public address system and other paging systems and/or cell phones to locate doctors and other personnel as required.
5. Follows established communications procedures in emergency situations such as cardiac arrest, fire, bomb threats and disasters.
6. Deals with enquiries and complaints by providing information directly or referring to appropriate area.
7. Performs other related duties as assigned.

### **III. Qualifications**

#### **(1) Education, Training and Experience**

Grade 12 and two years' recent related experience or an equivalent combination of education, training and experience.

#### **(2) Skills and Abilities**

- (i) Ability to communicate effectively both verbally and in writing.
- (ii) Ability to deal with others effectively.
- (iii) Physical ability to carry out the duties of the position.
- (iv) Ability to supervise.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.