
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Clerical

Class Series: Communications

Grid: 29

Class Title: Switchboard Supervisor II

I. Level Definition

Positions at this level supervise from 3 to 10 designated staff and perform a variety of switchboard and related clerical duties.

II. Typical Duties

1. Supervises from 3 to 10 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 takes 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 three years' recent related experience including one year in a supervisory capacity 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.