
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Clerical

Class Series: Communications

Grid: 17

Class Title: Switchboard Operator

I. Level Definition

Positions at this level receive and forward calls and information, utilizing a switchboard, public address and related communications systems.

II. Typical Duties

1. 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; checks monthly long distance billings.
2. Operates the public address system and other paging systems and/or cell phones to locate doctors and other personnel as required.
3. Follows established communications procedures in emergency situations such as cardiac arrest, fire, bomb threats and disasters.
4. Provides directions to patients and the public regarding the location of various departments and services such as gift shop, Chaplain, cafeteria.
5. Answers inquiries, both in person and by telephone, regarding information such as patients' room numbers, visiting hours.
6. Copy types information such as lists and messages, sorts and files forms and documents.
7. Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Grade 12 and one year's recent related experience or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to keyboard at 45 w.p.m.
- (ii) Ability to communicate effectively both verbally and in writing.
- (iii) Ability to deal with others effectively.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.