



UNION JOB DESCRIPTION

JD272

JOB TITLE:	Switchboard Operator	JOB DESCRIPTION NO.:	40318
CLASSIFICATION:	Switchboard Operator	GRID/PAY LEVEL:	F 17
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10404
UNION:	HEU	JOB/CLASS CODE:	40318
PROGRAM/DEPARTMENT:	General Support Services	BENCHMARKS (If Applicable):	10404
REPORTING TO:	Coordinator, Switchboard		
FACILITY/SITE:	Royal Jubilee Hospital; Nanaimo Regional General Hospital		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

The Switchboard Operator is responsible for operating a switchboard computerized phone system to receive and direct calls and/or relay information using contact center technology, public address systems, and associated communication equipment across multiple acute care sites for all services provided by Island Health simultaneously and independently. This role involves monitoring various alarms and following established procedures during emergency situations.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Operates a Switchboard VOIP centralized phone system and computer terminal to answer or transfer internal and external calls to appropriate departments, physicians, and staff; responds to information inquiries, including patient room numbers and visiting hours.
2. Responds to various calls, including complaints, emergencies, non-emergencies, and public inquiries, by assessing and prioritizing incoming calls. Gathers additional information from callers to determine the appropriate communication protocol or procedures.
3. Utilizes public address systems, paging systems, and cell phones to contact physicians, staff members, on-call doctors, and other personnel as required by established procedures.
4. Monitors multiple alarms and follows established emergency procedures; ensures all calls, requests, and messages are accurately logged, documented, and filed according to authorized protocols.
5. Provides directions and guidance to patients and the public about the location of various departments and services within the Health Authority; offers after-hours on-call support to various departments.
6. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 and one (1) year's recent related experience or an equivalent combination of education, training, and experience.

Skills And Abilities

- Ability to keyboard at 45 wpm.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to perform the duties of position.
- Ability to organize work.
- Ability to operate related equipment.