

SUPERVISOR OF TELECOMMUNICATIONS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this class is responsible for supervising the operation of the telecommunication system of the Westchester County Medical Center to include telephone extension services, central switchboard and public address paging services on a 24 hour a day, 7 days per week basis. Supervision is exercised over a number of Switchboard Operators covering 3 shifts per day.

EXAMPLES OF WORK: (Illustrative Only)

Supervises Switchboard Operators working on a central switchboard;

Schedules switchboard coverage for 24 hours a day, 7 days a week;

Trains new staff on equipment and procedures;

Develops procedures for response to emergency calls and alarms such as fires, cardiac arrests, bomb threats, etc.;

Coordinates repairs on equipment with the telephone company;

Maintains beeper assignment records for physicians and other professional/technical staff;

Maintains ongoing listing of telephone extensions throughout the complex;

Maintains an adequate supply of batteries for beepers;

Maintains an on-call roster for administration and each clinical service and develops procedures for contacting the individuals via long range beepers and telephones;

Maintains assigned on-call rooms for house staff during the night;

Coordinates patient telephone service, responding to complaints or inquiries and providing instruction for use and repair needs;

Instructs the switchboard staff on proper referrals of inquiries such as media inquiries, patient complaints, employment inquiries, emergency services, etc.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the operation of a modern telecommunication system, including a central switchboard and paging system; thorough knowledge of the practices and procedures for placing, receiving and transferring telephone calls; familiarity with the operation of a large hospital and how to handle emergency phone calls, alarms, threats, etc.; ability to train and supervise the work of others; ability to communicate clearly and effectively both orally and in writing; sound judgment; tactfulness in dealing with the public, patients and users; initiative; dependability; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) graduation from a standard high school and three years of experience in the operation of a multiple position switchboard, one of which must have been in a large hospital or health care facility; or (b) four years experience in the operation of a multiple position switchboard, one of which must have been in a large hospital or health care facility; or (c) a satisfactory equivalent combination of training and experience.