

TELECOMMUNICATION OPERATOR-WMC

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision and in accordance with specific operating procedures, an incumbent in this class operates one position on a complex multiple position dial system switchboard with a large number of stations (in excess of 100), or operates a single position board where a large number of operations are performed. Incumbents also monitor and implement emergency procedures such as disaster plans, hot lines, cardiac arrest and respiratory crisis alarms and the heliport alarm. Incumbents are required to work on seven-day work shifts, 24 hours per day. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Handles incoming and outgoing calls on a Centrex Console or PC based console;

Monitors and implements emergency procedures such as hot lines, disaster plans, and cardiac arrest and respiratory alarms, etc., and keeps records of procedures performed;

Places long distance calls;

Maintains records of toll calls;

Maintains a current directory of phone numbers of offices and personnel;

Provides information regarding changes in locations of various hospital units and functions;

Gives complex information regarding various Medical Center divisions and offices;

Refers incoming and outgoing calls to the proper locations;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Through knowledge of the operation of complex multiple position switchboard or Centrex Console; thorough knowledge of the techniques of placing and receiving telephone calls; good knowledge of office procedures, terminology and equipment; ability to understand complex oral and written instructions; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to get along well with others; pleasant speaking voice and clear enunciation; initiative; tact; poise; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and one year of experience where the primary function of the position was the operation of a complex multiple position switchboard.

NOTE #1: Experience gained answering the telephone while performing secretarial, customer service, or general office work will not qualify as the required experience. Additionally, experience gained during the construction, installation, repair and maintenance of telephone equipment will not be considered as qualifying experience. Only experience using an actual telephone switchboard system will be accepted.

NOTE #2: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.