



Job Code: 1004

Grade: 14

HCWR: N

Job Title

Telephone Operator IV

Department

Communications

Job Summary

Manages the day-to-day operation of the Communications Room which includes all installed and experimental hardware, software, and systems. Participates in special projects as instructed by Director.

Typical Duties

- Manages and maintains the day-to-day operations of the Communications Room.
- Supervises Telephone Operators and other staff as needed.
- Monitors hardware, software, and systems for ongoing performance. Alerts Director to any problems that may occur.
- Enters, edits, and approves payroll.
- Participates in disciplinary processes.
- Submits reports to support volume indicators on a weekly, monthly, quarterly and annually.
- Performs other duties as assigned.

Minimum Qualifications

- High School Diploma or GED
- Four (4) years of experience in Hospital Telecommunications/Switchboard Operations
- Two (2) years of experience supervising staff
- Knowledge and experience with telecommunications systems and equipment service.
- Must have knowledge of Cerner, Centrex, PBX, ISDN, voice mail and paging console systems
- Ability to effectively deal with all levels of personnel and public
- Ability to effectively communicate both verbally and in writing

Preferred Qualifications

- Bachelor's degree from an accredited college or university
- Bilingual

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of Paging system, Cardiac. Arrest System, directory information, conference calls, external and internal emergency calls.
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Willingness to understand be able to be able to discuss, explain to others and at times to implement and operate new equipment for improved efficiency and effectiveness.
- Ability to train by presenting concepts and demonstrating tasks
- Ability to prioritize, plan and organize projects and tasks



Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.