



## Career Service Authority

# Hospital Switchboard Operator

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### GENERAL STATEMENT OF CLASS DUTIES

Performs a variety of public contact work utilizing a digital call directory and a public broadcast system.

### DISTINGUISHING CHARACTERISTICS

This class performs a variety of public contact work utilizing a digital call directory and a public broadcast system. It is distinguished from the 311 Customer Service Agent class that performs comprehensive customer service in a call center environment and responds to a wide variety of citizen/customer requests for information and disseminates thorough, complex and accurate information regarding services and procedures in the City and County of Denver. It is also distinguished from the Administrative Support Assistant III class that performs a variety of full performance level office support work.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

None.

## ESSENTIAL DUTIES

Operates a high volume digital call directory and a public broadcast system for hospital emergencies.

Screens calls and directs to the proper individual or department promptly and courteously.

Performs communication emergency/disaster procedures for disaster exercises or actual disasters.

Facilitates the use of the Language Line for non-English speaking customers.

Provides TDD service for hearing impaired customers.

Monitors, secures, and directs emergency elevator use during defined emergencies.

Maintains an information log for administrative and public affairs on call personnel.

Coordinates emergency calls for Public Health investigators.

Performs a variety of routine typing and clerical duties as necessary.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Customer Service** - Works and communicates with customers to exceed their expectations and is committed to providing quality service.

**Integrity/Honesty** - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

**Conscientiousness** - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Reading** - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

**Listening** - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Writing** - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

**Flexibility** - Adapts quickly to changes.

**Speaking** - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

**Memory** - Recalls information that has been presented previously.

**Reasoning** - Discovers or selects rules, principles, or relationships between facts and other information.

**Decision Making** - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Skill in operating a switchboard.

Skill in communicating and presenting factual information related to the work assignment.

Skill in operating a heavy volume telephone directory receiving phone calls for the agency, office, or department.

Skill in understanding and applying oral, written, illustrated or demonstrated instructions.

Skill in operating communications equipment.

Knowledge of safety practices and precautions sufficient to be able to establish a safe work environment for self and others.

Skill in maintaining logs relative to the work area.

Knowledge of office practices and procedures sufficient to be able to perform clerical duties requiring some independent judgment.

Skill in the use of basic office keyboard equipment.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: Making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

### ***Working Environment:***

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate desirable.

***Experience Requirement:***

One year of experience working on a heavy volume call director.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for the minimum experience requirement.

***Licensure and/or Certification:***

None.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 09/16/95

***ESTABLISHED BY:*** Pat Anderson

***REVISED DATE:*** 03/08/2009

***REVISED BY:*** Tony Gautier

***CLASS HISTORY*** Placed spec into current format; also added distinguishing characteristic and competency statements.