

Code: 3511

Title: SWITCHBOARD OPERATOR

**SUMMARY:** Operates a telephone switchboard or PBX console.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Connects incoming local and long distance telephone calls;  
Uses discretion to connect calls with appropriate departments, clinics, wards or rooms;  
Locates and alerts doctors and other hospital or department personnel by overhead, voice, or beeper paging as required;  
Monitors alarm status board (fire and oxygen) on a continual basis;  
Refers appropriate parties to and maintains an accurate account of emergency situations such as code arrests, fires, bomb threats and other security problems;  
Provides general information to the public regarding department operations and procedures;  
Assists various departments with routine clerical tasks as time permits.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- telephone switchboard operation, PBX console operations, voice, overhead and digital paging processes;
- routine clerical functions and basic computer terminal operations.

Skill in:

- distinguishing between valid and prank calls;
- operating effectively in emergency situations;
- maintaining logs and filing records.

**MINIMUM QUALIFICATIONS:**

Six months of experience operating a telephone switchboard or PBX console.

(Relevant training may substitute for a portion of the aforementioned experience.)

**OTHER REQUIREMENTS:**

**Physical/Sensory Requirements:** Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.