

COMMUNICATION CENTER OPERATOR

DESCRIPTION OF WORK

Work in this class involves manning a position in a communication center responsible for receiving and relaying all communications relating to disasters, emergencies, and for providing telephone service to patients doctors, and hospital personnel.

Employees in this class serve a dual role involving not only the operation of a telephone switchboard, but also of equal importance and more complex, the constant surveillance of elaborate emergency detection equipment, hospital paging systems, and radio paging systems. Duties include performance of clerical tasks, such as keeping records of calls, compiling information for the hospital directory, and maintaining lists of doctors' schedules. Work is performed independently under the general supervision of a Communications Center Supervisor, and is subject to review through personal observation of work being performed and periodic conferences and reports.

EXAMPLES OF DUTIES BEING PERFORMED

Answers a large volume of calls and makes proper connection with the person or department requested.

Places a large number of calls for doctors, staff, and patients.

Answers a variety of calls requiring emergency and general information regarding location of an office or department and service available.

Locates attending personnel, house staff, and doctors through the hospital paging system.

Monitors calls require witnesses for surgery permits and autopsy permits.

Mans and operates emergency communications equipment and independently carries out the communications procedures during fire or other disasters.

Monitors the blood bank refrigeration system, oxygen, fire and smoke detection systems; detects problems in those areas, and acts immediately to notify the proper persons to take care of the problem.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledge, Skills, and Abilities

Ability to operate a switchboard and hospital paging system under extreme pressure conditions.

Ability to learn emergency communications procedures and to quickly initiate action in case of emergencies.

Ability to learn and remember names and locations of doctors, attending and house staff, and other hospital personnel.

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Ability to speak clearly and distinctly and to give assistance in a pleasing and courteous manner.

A working knowledge of arithmetic, spelling, grammar, and vocabulary.

Ability to read and understand oral and written instructions.

Minimum Education and Experience

Six months experience as a switchboard, PBX operator, or receptionist involving extensive use of telephone; or six months clerical work involving considerable telephone communications, public contact, and recordskeeping; or six months experience as Communications Center Operator Trainee; or an equivalent of education and experience.

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ADMINISTERING THE CLASS

In cases where applicant do not meet the minimum education and experience requirements, an agreeable EOD rate and/or salary progression may be determined on a individual basis by the Office of State Personnel and the hiring departments.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.