

COMMUNICATIONS CENTER ASSISTANT SUPERVISOR

DESCRIPTION OF WORK

This is supervisory work in the operation of a large communications center responsible for receiving and relaying all communications relating to disasters, emergencies, and for providing telephone service to patients, doctors, and hospital personnel.

An employee in this position assists in planning, organizing, and directing the work of a large staff of Communications Center Operators in the day-to-day operations of a large volume of informational and emergency communications, and switchboard exchange services in the hospital. Duties involve the training of new employees, resolving personnel matters, and assistance in establishing efficient operating procedures to be followed by the Communications Center Operators. Work is evaluated by the Communications Center Supervisor on the quality of service rendered.

EXAMPLES OF DUTIES PERFORMED

Supervise Communication Center Operators by scheduling personnel and directing work activities on assigned shifts.

Assists subordinates in the handling of complaints pertaining to telephone and operator service.

Handles complaints and emergencies requiring a thorough knowledge of hospital organization.

Assists in establishing standards of work performance and evaluating the performance of Communications Center Operators.

Checks long distance tickets daily, separating them and sending them to the proper billing departments.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledge, Skills, and Abilities

Ability to give leadership necessary to initiate action in emergencies and to provide efficient telephone switchboard services involving large volume workloads.

Considerable knowledge of hospital organization, its physical layout, and the names of hospital personnel as related to the efficient operation of a central communications center,

Ability to promptly and efficiently handle telephone and emergency problem situations.

Ability to maintain proper working relationships with personnel, including doctors and medical staff.

Ability to train and supervise a staff of Communications Center operators.

Ability to speak clearly and distinctly and give assistance to the public in a pleasant and courteous manner.

Minimum Education and Experience

Three years in the operation of a central switchboard exchange including one year in a supervisory capacity; or two years experience as a Communications Center Operator; or equivalent combination of education and experience.

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