HOSPITAL COMMUNICATIONS OPERATOR I & II

DEFINITION
Under direction, receives, enters, and routes routine and emergency telephone communications for a partially computerized hospital communications system. Operates both electronic and computerized telephone consoles; receives and dispatches information by telephone, pager and radio systems. Performs clerical and other related work as required. This is a flexibly staffed series; incumbents appointed at the entry level may be promoted up to the highest level without further competition, subject to meeting the employment standards and licensing requirements for this class.

DISTINGUISHING CHARACTERISTICS
Hospital Communications Operator I is a full working-level class, responsible to answer, screen and route all incoming calls; relay incoming, outgoing, and interoffice calls appropriately; receive and respond to emergency calls and pager communications; monitor alarms and respond according to prescribed protocols.

Hospital Communications Operator II is the lead-level in this class, responsible for the above duties as well as to problem-solve communication issues; train and oversee subordinate performance; and act on behalf of the Supervisor when needed.

Hospital Communications Operator II is distinguished from the next higher class of Hospital Supervising Communications Operator in that the latter is the first level of supervision in the series.

EXAMPLES OF DUTIES
Nothing in this specification restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

Hospital Communications Operator I
1. Operates an electronic telephone console, receives emergency calls, and provides information to the public.
2. Responds to all hospital emergencies (such as firebells, code-blues, house-staffs, abductions.) by notifying appropriate personnel and monitoring progress, following established protocols.
3. Pages/calls physicians and other Hospital personnel as appropriate and as prescribed by established protocols.
4. Channels incoming and outgoing telephone calls; provides patient room numbers and direct phone numbers to callers as requested.
5. Expedites calls by using speed dialing, beepers or voice paging as required.
6. Receives, programs and monitors the assignment of cell phones and pagers.
7. Receives complaints of telephone and pager equipment failures and troubleshoots problems. Informs vendor of repairs needed; maintains a log of these occurrences.
8. Updates telephone directories as necessary in order to maintain complete and accurate listings.
9. Orders office supplies; maintain office equipment.
10. Performs other duties as directed by Supervisor.

Hospital Communications Operator II
In addition to the above:
11. Trains subordinate staff on an electronic telephone console, receiving emergency calls, and providing information to the public.
12. Provides critical communication solutions in emergency situations.
Hospital Communications Operator

13. Works with Supervisor and Hospital staff to streamline/update processes to better serve clients.
14. Trains subordinate staff to troubleshoot equipment failures, etc.

QUALIFICATIONS
A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge and Skills:

Hospital Communications Operator I
Working knowledge of:
1. The operation of a multiple line switchboard.
4. Use and proper care of computer, cellular, pager and radio-telephone equipment.
5. Computer hardware and software programs, such as MSWord, Excel, Outlook, etc.

Hospital Communications Operator II
Thorough knowledge of:
1. The operation of a multiple line switchboard.
2. General functions of a hospital and associated emergency protocols.
3. Use and proper care of computer, cellular, pager and radio-telephone equipment.

Working knowledge of:
1. Principals and methods of employee supervision, motivation and coaching.
3. Computer hardware and software programs, such as MSWord, Excel, Outlook, etc.

Hospital Communications Operator I & II
Skill and Ability to:
1. Work in a busy, noisy office area with little privacy. Work with extremely busy telephones.
2. Type on a computer keyboard with speed and accuracy.
3. Remain calm, think and work under pressures due to multiple calls, inquiries and locating personnel during emergencies of all kinds.
4. Speak and understand English fluently, with excellent diction together and a congenial and well-modulated tone of voice.
5. Take and transmit clear and complete directions and information.
6. Perform basic clerical and office work with speed and accuracy.
7. Understand and carry out oral and written instructions.
8. Sits at console most of the day.
9. Perform a variety of tasks simultaneously.
10. Establish and maintain cooperative relationships with those contacted in the course of work.
REQUIRED CONDITIONS OF EMPLOYMENT
As a condition of employment, the incumbent will be required to:
1. Work a rotating schedule of days, nights, weekend and holidays.
2. Communicate effectively in Spanish (for some positions).
3. Pass a pre-employment physical/medical assessment and background check.
4. Be willing to work in an environment with potential exposure to potentially hazardous and infectious substances/organisms such as bodily fluid or blood.

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING
Any combination of training, education and or experience which provides the knowledge, skills and abilities and required conditions of employment listed above is qualifying. An example of a way these requirements might be acquired is:

Hospital Communications Operator I
- Two years experience in a customer service position, preferably in health care.
  AND
- One year prior switchboard experience.

Hospital Communications Operator II
- Three years experience in a customer service position, preferably in health care.
  AND
- Two year prior switchboard experience.

PHYSICAL AND SENSORY REQUIREMENTS
The physical and sensory abilities required for this classification include:
1. Mobility, flexibility, gross body coordination, and dexterity sufficient to work in a typical office environment.
2. Ability to sit for long periods of time such as when working at a computer.
3. Acute vision, visual color discrimination, hearing, voice, smell, and sense of tough typical for an office environment.
4. Ability to speak clearly and with the volume required to carry on clear conversations in person, over the phone and at public events.
## Hospital Communications Operator

### CLASS HISTORY

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Prepared by: Gerta McClay, SPHR, IPMA-CP  
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Approved by:  

/s/ Janine Bouyea, NMC Human Resources Administrator  
County Administrative Office

Date  
9/16/2008