



Labrador - Grenfell
Health

Switchboard Operator I
Temporary Call In (4 Positions)
Location: St. Anthony, NL

The primary purpose of this position is to provide Switchboard Operator services to the Charles S. Curtis Memorial Hospital. The successful applicant will work under the supervision of the Team Leader/Supervisor of Health Records and report to the Regional Director of Health Information Management and Privacy.

Qualifications:

- ✓ Graduation from high school or equivalent;
- ✓ Successful completion of a one year Office Administration Certificate from a recognized post secondary institution;
- ✓ Successful completion of a Medical Terminology Course, or willingness to complete within a time frame deemed to be acceptable to the employer;
- ✓ Effective communication skills in dealing with clients, staff and the general public;
- ✓ Ability to communicate in English. Bilingual in French would be an asset;
- ✓ Ability to speak clearly in order to be easily understood on the telephone and public address system;
- ✓ Knowledge of Labrador-Grenfell Health's organizational structure would be an asset;
- ✓ Ability to operate a switchboard and independently perform routine and emergency procedures in an efficient and calm manner;
- ✓ Experience in switchboard operations is an asset;
- ✓ The successful applicant will be required to submit a satisfactory certificate of conduct.

Duties and Responsibilities: (Include but not limited to):

- ✓ Answers incoming, internal and emergency calls in an efficient manner;
- ✓ Monitors calls and transfers calls to the proper destination;
- ✓ Utilizes the public address system for the purpose of staff paging and announcements;
- ✓ Completes related clerical functions as required.

Salary:

- ✓ CG-19 of the NAPE HS salary scales at \$18.89 to \$20.39 hourly.

Hours of Work:

- ✓ Variable Shifts, on a call in basis.

This position is open to both male and female applicants.

Interested applicants please submit resume, stating competition number **2020000424S**, to:

Human Resources Department
Labrador – Grenfell Regional Health Authority
St. Anthony, NL A0K 4S0
Tele: (709) 454-0347 Fax: (709) 454-3301
Email: hr@lghealth.ca

Posting Date: November 30, 2020
Closing Date: Open Until Filled

cc: NAPE HS

