



Labrador - Grenfell
Health

Revised: November 19, 2021

Switchboard Operator I
Temporary Call-In
Location: Labrador City, NL

The primary purpose of this position is to provide Switchboard Operator services to the Labrador West Health Centre. 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, plus the applicable Labrador Allowance.

Hours of Work:

- ✓ Variable Hours, Variable Shifts.

Interested applicants please submit resume, stating competition number **2021000148W** to:

Human Resources
Labrador – Grenfell Health
Labrador West Health Centre
Labrador City, NL, A2V 0B2
Tele: 709-285-8208 Fax: 709-944-9341
Email hr@lghealth.ca

Posting Date: March 26, 2021
Closing Date: Open Until Filled
cc: NAPE HS