

COMMUNICATIONS CENTER 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 services to patients, doctors, and hospital personnel.

An employee in this class plans, organizes, and directs the work of a large staff of communication center operators in the day-to-day operations of a large volume informational, emergency communications, and switchboard exchange services in a state department or hospital. Duties involve the selection and training of new employees, scheduling work shifts, resolving other personnel matters, and the establishment of efficient operating procedures to be followed by the communications center operators. Work is related by the Office Services Supervisor or an administrative official on the basis of the quality of service rendered by the communication center.

EXAMPLES OF DUTIES PERFORMED

Supervises communications center operators by scheduling work hours and directing work activities on the various shifts.

Interviews applicants and determines their acceptability for employment.

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

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

Establishes standards of work performance and evaluates the performance of communications center operators.

Check long distance tickets daily, separating them and sending them to the different billing departments.

Keeps records of employees' leave and prepares time sheets for the Payroll Department.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledge, Skills, and Experience

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

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

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

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

Ability to train and supervise a large staff 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

Five years experience in the operation of a central switchboard exchange including two years in a supervisory capacity; or three years experience as a Communications Center Operator; or an 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 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.