

SWITCHBOARD OPERATOR 1

GENERAL

This is the recruitment, training and junior working level of the series. The work involves full-time operation of a one-position switchboard located in a branch of a department. Once trained, incumbents are expected to work on their own with general supervision. The employee may perform incidental clerical/typing duties which would not involve leaving the switchboard. Employees may be eligible for promotion to the Switchboard Attendant 2 level upon satisfactory completion of the training period.

TYPICAL DUTIES

Operates a switchboard involving the placing of inter-office, local and long distance telephone calls.

May give callers general information pertaining to a particular branch of a department.

May take messages for officials who are absent from their offices.

May act as receptionist for a branch of a department.

May perform such clerical duties as keeping track of long distance telephone calls and telegrams placed through the switchboard.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

General knowledge of the operations and functions of the branch in which the incumbent is employed.

Ability to operate a one-position switchboard with speed and accuracy.

Ability to enunciate clearly in a well-modulated voice.

Ability to keep simple records and perform clerical duties.

Good memory.

Courtesy and tact in dealing with the public.

Education, Training and Experience

High school education.

SWITCHBOARD OPERATOR 2

GENERAL

This is the full working level of the series involving the full-time operation of a large one-position or multi-position switchboard. The incumbent is expected to work with general supervision and may be responsible for the training of other full-time and relief attendants. Employees may perform clerical duties which would not involve leaving the switchboard. May work under pressure.

TYPICAL DUTIES

Operates an extremely busy one or multi-position switchboard which involves routing of incoming calls to their proper destination and assisting with placing of out-going calls.

Provides callers with routine non-technical information pertaining to particular branches of departments, location of government offices and proper officials to contact.

May act as receptionist directing persons to proper offices and providing routine information.

Performs a variety of clerical tasks usually associated with the operation of a switchboard; i.e. taking readings of meters for the Manitoba Telephone System; reporting repairs required to the Manitoba Telephone System; maintaining and updating interior directories; recording and tracing long distance calls for charge backs and compiling monthly telephone bills, etc.

At a provincial institution, employees may be required to page staff members, test fire lines, relay messages or trouble to wards, maintain resident and staff kardex, handle trust account monies, send telegrams when requested by medical staff, operate short wave base station, receive and transmit information and instructions during times of emergency, provide assistance in tracing relatives, etc.

Handles minor complaints emanating from both the general public and government officer.

May be required to train switchboard attendants.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge of the operations and functions of the department, building or institution in which the incumbent is employed, or, in the case of the central switchboard, a knowledge of the location and function of all local government offices.

Ability to operate a switchboard with speed and accuracy.

Ability to enunciate clearly in a well-modulated voice.

Education, Training and Experience

High school education with experience in the operation of a switchboard.

SWITCHBOARD OPERATOR 3

GENERAL

This is supervisory work involving responsibility for a large one-position or multi-position switchboard used to control telephone calls to and from various government buildings as well as the general public.

An employee at this level may function in one of two ways:

1. supervising all activities of a large central or satellite switchboard, over one hundred lines, which involves training and supervising junior relief switchboard attendants.
2. supervising the operation of a switchboard at a medical institution.

This level is distinguished from the 2 level in that the incumbent is responsible for supervision of Switchboard Attendants and/or is responsible for the provision of operator service on a one-position switchboard over one hundred lines.

TYPICAL DUTIES

Supervises activities of a switchboard involving an extended variety of departments, divisions and functions.

Assigns and schedules junior attendant workload.

Prepares attendant records.

Acts as a full-time operator on a one or multi-position switchboard.

Trains relief and full-time operators.

Handles complaints and difficult problems arising out of the operation of the switchboard.

Provides callers with routine non-technical information and refers other questions to proper persons.

Performs related clerical/typing responsibilities associated with the switchboard.

Compiles and updates telephone listings of personnel under that switchboard jurisdiction.

Maintains essential usage records.

Implements regulations and directives regarding provision of switchboard services.

Performs other duties as required.

QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of the location and function of all provincial government offices.

General knowledge of the location of all local government offices other than those associated with the Province of Manitoba.

Ability to operate a switchboard with speed and accuracy.

Ability to supervise subordinates.

Ability to handle moderately complex clerical duties.

Ability to deal effectively with department employees by telephone.

Ability to enunciate clearly in a well-modulated voice.

Education, Training and Experience

High school education with five years' related experience including two years in a responsible switchboard position.