**Central Association for the Blind and Visually Impaired**

**Job Description**

**Job Title:** **Switchboard Operator I**

**Department:** Central Industries

**Reports To:** VA Telecommunications Center Supervisor

**FLSA Status:** Non-Exempt

**Grade:**

**STATEMENT OF PURPOSE**

Performs switchboard operation duties at Stratton VA Medical Center, Lexington, KY.

**GENERAL REQUIREMENTS**

Requires a high level of dependability, tact, confidentiality, communication, flexibility, interpersonal skills, problem solving, good judgment, teamwork, and customer service skills. Must have a positive attitude, empathy, sensitivity, and the ability to get along with a wide variety of personalities. Must be able to adhere to work schedules, work under pressure, and handle crisis situations.

**KEY JOB ELEMENTS**

Processes incoming and outgoing telephone calls in a courteous, professional and timely manner.

Performs switchboard operator duties including radio paging, public address, and audiovisual call systems. Cross trains for all shifts.

Answers emergency calls and alarms while carefully following procedures and documenting incidents. Remains informed about emergency procedures.

Tests code pagers and monitors backup systems for fire alarm system, oxygen supply system and police security systems. Checks all operating systems and equipment records, and reports all problems.

Maintains roster and department logbooks; records and completes all required documentation in a timely manner.

Must be flexible and willing to adjust schedule and work overtime.

Conducts self to ensure compliance with all policies and procedures as required by contractual agreements.

Adapts to change and completes other duties as assigned by supervisor.

Consistently achieves annual performance objectives.

**Job Title:** **Switchboard Operator I, VA Project**

**COMMUNICATION SKILLS**

Must have excellent listening skills and the ability to effectively respond to all customer service demands. Must be able to clearly write all required documentation. Must be able to clearly articulate during stressful situations.

**COMPUTER/TECHNICAL SKILLS**

After completion of on-site training, must be knowledgeable regarding switchboard consoles, paging systems, radios, adaptive technology and the computer system. Must be able to perform additional computer related duties as assigned. Must have the ability to spell phonetically. Must be willing to learn new technology.

**REASONING ABILITY**

Must be able to define problems, collect data, establish facts and draw valid conclusions. Must be able to prioritize demands and respond accordingly. Must maintain a strict adherence to CABVI’s mission statement and core values.

**PHYSICAL DEMANDS**

90% of job requires sitting and performing operator duties. Must be able to remain focused while aware of surroundings. Routinely required to talk and hear. Occasionally required to stand and walk. Frequently required to reach with hands and arms. May occasionally lift or move up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the key job elements.

**WORK ENVIRONMENT**

In-house position with minimal travel. May occasionally be exposed to mechanical parts, risk of electrical shock and radiation. May be exposed to health risks and disaster situations. Noise level is moderate but consistent. Must work holidays and weekends, be available to provide coverage outside assigned shift, and must attend all department meetings. Must be flexible and wiling to adjust schedule and work overtime.

**EDUCATION and/or EXPERIENCE**

High school diploma required, Associates Degree preferred. Switchboard and customer service/call center experience in a medical setting preferred. Must successfully complete comprehensive on-site training program.