

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-19-03



**POSITION TITLE: Switchboard Operator**

**CLOSING DATE: 01/23/2019**

### **Position Summary:**

Under general supervision of the Chief Finance Officer, monitors all incoming and outgoing local and long distance calls for the Winslow Indian Health Care Center. Uphold the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential Duties & Responsibilities:**

- Maintains regular attendance and punctuality.
- Monitors all incoming and outgoing local and long distance calls; transfers to appropriate parties through regular extension or through paging system or by accurate written telephone messages.
- Performs routine tasks required in the operation of the switchboard console. Assists staff in placing long distance or local calls when difficulties arise.
- Maintains a current alphabetical directory of most organization staff personnel and department listings.
- Furnishes factual information on routine matters such as health center hours of operation, etc., or other requested information when there is no question as to propriety of releasing such information.
- Maintains confidentiality in accordance with the Privacy Act, AAAHC, IHS, HIPPA and organization policy and procedures. Refers medically related inquiries to appropriate Medical Staff.
- Screens calls for medical providers, pages and transfers calls; places local, regular and special long-distance calls that require knowledge of specialized procedures over various circuits of networks.
- Sorts and separates all incoming and outgoing mail for the organization. Utilizing postage meter, applies all postage to each mail piece according to size and weight.
- Separates and sorts all incoming mail, depositing incoming mail into appropriate recipient mailbox. Types all receipts for certified mailing for the organization. Keeps log of all receipts mailed out. Maintains files of receipts and logs.
- Takes mail to post office and picks up the mail as needed. Documents daily the meter readings of used/unused postage from postage meter tables and formulas. Files and calculates postage expense report on a monthly basis.
- Troubleshoots postage equipment malfunctions. Maintains mail machine services, by keeping it clean, and replacing required accessories.
- Coordinates switchboard and mail duties with other Switchboard Operator to insure complete switchboard coverage at all times.
- Provides clerical assistance to other departments, such as typing, filing, printing, and general computer assistance. Requests monthly schedule from all departments.
- Responds to health center emergency alerts by paging overhead or contacting appropriate personnel on the pocket pager or telephone. Follows necessary protocol in responding to code emergencies. Utilizes a radio to contact Security Guards in emergency situations.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCC's Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

### **Minimum Qualifications:**

High School Diploma or GED. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a

Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

**Knowledge, Skills, Ability:**

- Knowledge of the general clerical procedures and processes in filing, typing, answering questions or making referrals and recording or monitoring activities.
- Knowledge of procedures to operate a PC based software Switchboard Console System and alternative routing options.
- Knowledge of the health center administrative policies and procedures and the applications to daily working situations in order to inform the callers.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to connect high priority or emergency calls when ordinary methods fail.
- Ability to extract information from callers who may be unclear as to the direction of their call, in order to direct them to the proper organizational component and in dealing calmly and courteously with people who may be demanding.
- Ability to handle handling high volume call center or switchboard system in a professional environment.
- Ability to use telephone console, handheld radio, and mail machine.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

**Work Environment:**

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**