

EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting **casual** opportunity as a **Communications Operator (Competition #94.19)** exists in the Switchboard Department reporting to the Manager.

Summary of Duties, but not limited to:

- Answer main hospital telephones lines, patient information lines and emergency lines, etc.
- Answer enquiries of callers in accordance with Hospital policy, giving accurate information or referring calls using a PC based directory and paging system
- Activate paging and/or Emergency Codes according to Department and Hospital policies and procedures
- Page physicians and key hospital personnel as per Hospital policy in a timely manner
- Update On-Call Schedules used for locating hospital staff
- Remain up to date on hospital activities and all relevant policies and procedures

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

The responsibilities described above are representative and are not to be construed as all-inclusive.

Qualifications/Skills:

- High School Diploma
- 2-3 years previous experience as a telephone or call centre operator preferable
- Excellent customer service skills
- Excellent verbal telephone skills and a firm grasp of the English language
- Hospital experience a definite asset
- Good working knowledge of Microsoft Windows, Word and Outlook
- Knowledge of Nortel Meridian telephones is an asset
- Keyboarding at 40 w.p.m. with maximum 5% error rate
- Ability to work at a fast pace in an unpredictable environment
- Ability to remain calm and polite when faced with stressful situations and potentially challenging callers
- Excellent problem-solving and clear communication skills
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

POSTING DATE: April 16, 2019

Please forward resumes via email to HR@wchospital.ca with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)



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We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.

Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.