

**EXTERNAL VACANCY**

**DEPARTMENT:** SWITCHBOARD  
**POSITION:** ONE (1) PERMANENT PART TIME SWITCHBOARD OPERATOR  
**SITE:** NBRHC – NORTH BAY  
**HOURS:** DAYS, EVENINGS, NIGHTS, WEEKENDS  
**SALARY:** \$27.939 (Min.) - \$28.801 (Max.)

Pay rate, benefits and other terms and conditions are as per the CUPE (Local 139) Collective Agreement

**JOB DESCRIPTION**

The position will provide 24-hour telephone operator services in both official languages for North Bay Regional Health Centre, including offsite locations in North Bay and Kirkwood Place in Sudbury, Ontario. The Switchboard Operator will also monitor and initiate emergency procedures and operate the overhead paging system as well as provide porter dispatch via 2 way radio while logging and prioritizing calls. The Switchboard Operator provides receptionist duties - assist to direct visitors, call "on call" hospital staff as required, monitor "Dr's Locate" and initiate messages for physicians using the Vocera App. The successful incumbent will also provide cashier duties including safekeeping after hours for the Finance department, distribute and log vendor badges and perform miscellaneous duties, generally of a sorting or compiling nature as assigned.

**QUALIFICATIONS**

- Grade 12 Graduate or equivalent required
- Demonstrated reception/switchboard experience required
- Computer operating (Keyboarding - 40 wpm/95% accuracy) required
- Excellent verbal and written communication skills required
- Effective interpersonal and customer relations required
- Current Non-Violent Crisis Intervention (NVC) Certificate required (training delivered by Health Centre upon hire)
- Demonstrated ability to operate computer based telephone system and two way radio required
- Ability to handle emergency response procedures required
- Good attendance and work record required
- Must be available for scheduled shifts and call-ins
- Must demonstrate commitment to ensure their safety, the safety of fellow workers, patients, volunteers, and visitors
- Must support and contribute to a culture of safety and prevention of adverse health events in this organization.
- Bilingualism (Advanced level English/French) is required. **All unilingual candidates are encouraged to apply and may be considered if the identified French requirement has been met or there are no successful bilingual candidates. A formal French test will be conducted to evaluate the proficiency level.**

Criminal Reference Check including the Vulnerable Sector Check recent within six (6) months is a requirement

**Interested candidates are asked to submit their cover letter and resume to:**

[careers@nbrhc.on.ca](mailto:careers@nbrhc.on.ca) quoting file **CUPE CS-23-358**

**The posting will remain open until the positions are filled.**

Please note these postings are subject to change without notice. An acknowledgement will be sent only to those candidates who will be interviewed.

***NBRHC is committed to achieving 100% compliance with its COVID-19 Vaccine Policy. As a result, please be advised that in order to be eligible for employment at the Health Centre, all new hires must be compliant with our COVID-19 Vaccination Policy and must be fully vaccinated prior to commencing employment. To be considered fully vaccinated, an individual must have received the full series of a COVID-19 vaccine or a combination of COVID-19 vaccines approved by the World Health Organization (e.g. two doses of a two-dose vaccine series or one dose of a single-dose vaccine series) and received the final dose of the COVID-19 vaccine at least 14 days ago.***

***The requirement that successful applicants be fully vaccinated is subject to any accommodation obligations pursuant to the Ontario Human Rights Code.***

*North Bay Regional Health Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation for disability during any stage of the recruitment process, please indicate this in your application.*

**We are an equal opportunity employer. We thank all applicants for their interest.**



## **THE ORGANIZATION**

North Bay Regional Health Centre (NBRHC) is a unique health care organization with three primary roles: providing acute care services to North Bay and its surrounding communities, functioning as the district referral centre providing specialist services for smaller communities in the area, and it's the specialized mental health service provider serving all of northeast Ontario. At more than 400 beds, our state-of-the-art regional health centre has over 150 physicians, 2300 employees and 250 volunteers.

For more information about the NBRHC, visit [www.nbrhc.on.ca](http://www.nbrhc.on.ca)

## **THE COMMUNITY**

North Bay is located 3.5 hours north of Toronto, just north of the district of Muskoka, and 3.5 hours west of Ottawa. With a population of 54,000 and a catchment area of 180,000, it is a safe and welcoming community that offers a healthy and balanced environment for working, living and raising a family. North Bay is situated on the shores of two large lakes (Lake Nipissing and Trout Lake) and boasts beautiful scenery and four distinct seasons. Whatever your interests are, you will have access to numerous activities and amenities within minutes from your home—reclaim your work-life balance and join us!

To see more of beautiful North Bay and learn about our lifestyle, visit [www.northbay.ca](http://www.northbay.ca)