

Open to the Public

Casual Communications Tech 1 (Telecommunications)

Health PEI

Location - Queen Elizabeth Hospital, Charlottetown

(To Create a Casual List (IUOE))

Health PEI values the different ideas, perspectives and backgrounds that a diverse, equitable and inclusive work-place culture can bring. Not only does this help us deliver better outcomes, more innovation, but it also creates a safer space for our patients when our employees are more reflective of the communities we serve. It is important for us to create an environment where our employees are comfortable bringing their authentic selves to work and challenging the status quo to make Health PEI a better more inclusive employer and healthcare system. We recognize we have more work to do but finding intentional ways to grow our understanding and support of those who have faced barriers due to accessibility, ethnicity, ancestry, gender identity, age, sexual orientation, language or other grounds is a key priority for us. We encourage underrepresented groups to join our team, be yourself, and help us achieve our vision of for an inclusive workplace and healthcare system.

The Telecommunications Technician 1 facilitates hospital communication by operating the switchboard and various other systems.

Duties include but are not limited to:

- answer and direct incoming calls;
- respond to emergency calls (i.e., codes, stat calls) received via various methods such as the Emergency phone line, Wall Panel, Central Nurse Call system, Fire Panel, Assault Alarms, Wandering Patient Alarms in accordance with Hospital Procedures;
- place long distance calls and pocket pages using electronic resources
- process calls received on intercom systems;
- monitor requests to enter and exit main hospital entrance (after hours) and facilitate same with security staff;
- use Mobile Radio system to communicate with security staff;
- operate the physician registry system (i.e., updating information, entering messages);
- orientate new staff to the department;
- report equipment repairs, typing and editing various daily lists;
- assist with the mailing of all other accounts to appropriate departments;
- control and balance the petty cash fund and receipts;
- maintain Departmental stats; complete Incident Reports, Leave Forms;
- report equipment malfunctions to the appropriate department;
- other related duties as required.

Minimum Qualifications:

- must have completed Grade 12;
- must have 25 words per minute typing skills;
- basic computer skills are required;
- a good previous work and attendance record.

Other Qualifications:

- a pleasant telephone manner, have demonstrated effective communication skills and the ability to work both independently and in cooperation with others would be considered assets;
- additional relevant education and experience will be considered an asset.

Important Notes:

Covid-19 Immunization: Notice to all External Applicants. All new hires are required to provide proof of Covid-19 vaccination before their start date as per Health PEI's Covid-19 Immunization and Management Policy. In the event that a new hire is unable to be vaccinated as a result of a medical exemption, you will be required to submit supporting documentation to Employee Health / Wellness and Safety.

Casual employment lists are used to meet staffing needs arising from vacation, sick, and other short-term leaves and will be dependent on the needs of the employer. Please ensure your application clearly demonstrates how you meet the noted qualifications, as applicants will be screened based on the information provided. Applications will be kept on file for one year. We would like to thank all applicants for their interest; however, only those selected for an interview will be contacted.

This competition will remain open until filled.

Salary Range: \$24.05 - \$25.04 per hour (Casual Rate of Pay)
Bi-Weekly Hours: On Demand / Days, Evenings, Nights, Weekends.
Posting ID: 155020-1222QECCO

Please return forms to PEI Public Service Commission, P.O. Box 2000, Charlottetown, Prince Edward Island, C1A 7N8. Applications may be sent by fax to (902) 368-4383. IT IS THE RESPONSIBILITY OF THE APPLICANT TO CONFIRM RECEIPT OF THE APPLICATION, BY TELEPHONE OR IN PERSON PRIOR TO THE CLOSING DATE. Please ensure that the appropriate Posting ID number is stated on all application forms. You can apply online or obtain an application form by visiting our web site at www.gov.pe.ca/jobs. Forms may also be obtained by contacting any PEI Government office, ACCESS PEI Centre, Regional Services Centre, or by telephone (902) 368-4080.