



# Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands  
1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



## HUMAN RESOURCES

### EXAMINATION ANNOUNCEMENT NO. 22-133

POSITION: **Communications Operator** OPENING DATE: **07/22/2022**  
NO. OF VACANCIES: **1** CLOSING DATE: **Continuous**  
SALARY: **\$17,160.00 P/A - \$20,860.32 P/A**  
PAY GRADE: **01/01 – 01/05**  
LOCATION: Facilities Management Department,  
Commonwealth Healthcare Corporation, Saipan

#### NATURE OF WORK:

This position is within the Facilities Management Department but located in the Emergency Room of the Commonwealth Healthcare Center. The incumbent works under the direct supervision of the Facilities Management Manager.

#### DUTIES:

1. Must have a good command of the English language and speaks in a clear, calm and understanding manner in order to place pages over the hospital intercom and radio systems.
2. Must be able to react and relay messages in emergency situations in a timely manner.
3. Relays incoming and outgoing telephone calls for staff, patients, and general public.
4. Pages individuals over the public address systems and alerts specific individuals and agencies in case of emergencies.
5. Maintains and updates work schedules of physicians and other key personnel for prompt relaying of information.
6. Log all calls and information for record keeping.
7. Maintain and update telephone directories.
8. Maintains an accurate and complete record of long-distance calls.
9. Maintains log of pages to ensure information is expedited and not lost or non-delivered.
10. Monitors all fire alarm public station panels, gas, medical systems, blood bank alarms, emergency exit doors, and generators to ensure equipment are operational.
11. Monitors, receives and places calls on local radio to proper departments.
12. Performs nightly radio checks for all radio users and beepers.
13. Uses paging system to announce general public information, such as visiting hours, daily and nightly.
14. Responds quickly and timely in announcing the following conditions that result in emergency
15. medical teams reporting to give medical treatment that is life threatening to the patient, as in: Code Blue, Code Red, or Code D
16. Must work 24- or 48-hours during typhoon conditions or as required by the designated supervisor.
17. Log and properly file Morgue Registration forms
18. Log and receive and/or release security Key Cards/Bands for staff
19. Perform other related duties as assigned.

---

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job related medical condition or disability, or any legal protected status.

## **QUALIFICATION REQUIREMENTS:**

**Education:** Graduation from High School, General Education Development (GED), Advanced Development Institute (ADI), or Adult Basic Education.

Preferred Qualifications:

- Chamorro, Carolinian, Filipino, Chinese, Korean, Hindi language fluency; multilingual.

**Experience:** One (1) year in communications or related work experience.

**OTHER:** Must be willing to work any shift assigned including days, evenings, nights, weekends, and holidays. Must also be willing to be “on-call” status for coverage on night shifts.

## **KNOWLEDGE:**

- Proficiency with use of computers (desktop, laptop, tablet) and telecommunication devices.
- Customer Service and Personal Services- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards and services, and evaluation of customer satisfaction.
- Telecommunications- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunication systems.
- Clerical- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Computers and electronics- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

## **SKILLS:**

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Service Orientation - Actively looking for ways to help people.
- Writing - Communicating effectively in writing as appropriate for the needs of recordkeeping.
- Must have strong verbal and written communication skills, including active listening, emotional intelligence.
- Excellent attention to detail.

## **ABILITIES:**

- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.
- Speech Recognition - The ability to identify and understand the speech of another person.
- Speech Clarity - The ability to speak clearly so others can understand you.
- Near Vision - The ability to see details at close range (within a few feet of the observer).
- Written Expression- The ability to communicate information and ideas in writing so others will understand.
- Deductive Reasoning- The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning - The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Information Ordering -The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

---

---

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job related medical condition or disability, or any legal protected status.

- Selective Attention- The ability to concentrate on a task over a period of time without being distracted.
- Written Comprehension - The ability to read and understand information and ideas presented in writing.
- Ability to interact in an empathetic with culturally diverse populations and persons experiencing a wide range of social conditions.
- Ability to read, write, and speak in English.
- Ability to adapt to changing environments and receive constructive feedback.
- Ability to use discretion, maintain confidentiality and ethical conduct.
- Ability to work effectively with all levels of staff, establishing and maintaining collaborative professional relationships.
- Strong time management skills (organization, prioritization, multitasking).
- Ability to work independently and as part of a multidisciplinary team.

**CONDITIONAL REQUIREMENTS:**

Employment is contingent upon successful clearing of pre-employment health screening (Covid-19 vaccine required) and drug screening in accordance with CHCC policy.

**OTHERS:**

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Covered**”, or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm, however facility hours are 24 hours / 7 day per week. The **Communications Operator** position will be required to work a fixed work schedule; incumbent can opt to have a Compressed Work Schedule enabling full-time employees to complete basic 80-hour bi-weekly work requirement in less than 10 days. This work schedule however is subject to change with or without notice based on the Employer’s business requirement and/or by the demands of the employee’s job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

***Note(s):***

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

**INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:**

Office of Human Resources  
 Commonwealth Healthcare Corporation  
 1 Lower Navy Hill Road, Navy Hill, Saipan, MP, 96950  
 Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.  
*Employment Application Forms will be available 24/7 at the employer’s hospital facility’s Main Cashier Office (entrance/exit point for all)*  
 E-mail: [apply@chcc.health](mailto:apply@chcc.health)  
 Direct Line: (670) 236-8205/8210/8729/8202  
 Trunk Line: (670) 234-8950 ext. 3580/3581/3583  
 Fax Line: (670) 233-8756  
 Rev. 07/22/22 src

***Note:*** Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.

---

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job related medical condition or disability, or any legal protected status.