



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 24-145

POSITION:	Communications Operator	OPENING DATE:	<u>09/30/2024</u>
NO. OF VACANCIES:	2	CLOSING DATE:	<u>10/04/2024</u>
SALARY:	\$17,160.00 - \$19,866.08 P/A		
PAY LEVEL:	01/01 – 01/04		
LOCATION:	<i>The salary given will be determined by the qualifications of the appointee.</i> Facilities Management Department, Commonwealth Healthcare Corporation, Saipan		

NATURE OF WORK

This position is located within the Facilities Management Department but located in the Emergency Room of the Commonwealth Healthcare Corporation. The incumbent works under the direct supervision of the Facilities & Support Manager. Must have a good command of the English language and talk in a clear, calm and understanding manner in order to place pages over the hospital intercom and radio systems. Must be able to react and relay messages in emergency situations in a timely manner and performs clerical and other related work as required.

DUTIES:

- Relays incoming and outgoing telephone calls for staff, patients, and general public.
- Pages individuals over the public address systems and alerts specific individuals and agencies in case of emergencies.
- Maintains and updates work schedules of physicians and other key personnel for prompt relaying of information.
- Log all calls and information for record keeping.
- Maintain and update telephone directories.
- Maintains an accurate and complete record of long-distance calls.
- Maintains log of pages to ensure information is expedited and not lost or non-delivered.
- Monitors all fire alarm public station panels, gas, medical systems, blood bank alarms, emergency exit doors, and generators to ensure equipment are operational.
- Monitors, receives and places calls on local radio to proper departments.
- Performs nightly radio checks for all radio users and beepers.
- Uses paging system to announce general public information, such as visiting hours, daily and nightly.
- Responds quickly and timely in announcing the following conditions that result in emergency medical teams reporting to give medical treatment that is life threatening to the patient, as in: Code Blue, Code Red, or Code D.
- Must work 24- or 48-hours during typhoon conditions or as required by the designated supervisor.
- Log and properly file Morgue Registration forms.
- Log and receive and/or release security Key Cards/Bands for staff.
- Perform other related duties as assigned.

QUALIFICATION REQUIREMENTS:

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

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

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.

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/ SKILL/ ABILITIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Clerical – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, design forms, and other office procedures and terminology.
- Computer and Electronics – Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- 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.
- Speaking — Talking to others to convey information effectively.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Writing – Communicating effectively in writing as appropriate for the needs of recordkeeping.
- Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations.
- Integrity — Job requires being honest and ethical.
- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Self-Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- 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. , pattern of numbers, letters, words, pictures, mathematical operations).
- 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.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening 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 “**Non-Exempt**” 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. 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
1178 Hinemlu’ St., Garapan, 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
Direct Line: (670) 234-8951 ext. 3416/3410/3427/3583
Trunk Line: (670) 234-8950
Fax Line: (670) 233-8756
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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.