



Department of Human Resources & Civil Service

Job Announcement Please Post Conspicuously

Adam J. Bello
County Executive

Andrea M. Guzzetta
Director

TITLE: **TELECOMMUNICATIONS AND UNIT MANAGER**
(Provisional* Appointment)

SALARY: \$44,661 - \$56,640 annually

LOCATION: Monroe Community Hospital

JOB SUMMARY:

This position at Monroe Community Hospital is responsible for directing the activities of the telecommunications system and resident transportation unit. Work involves coordination and monitoring of activities, monitoring and ensuring adherence to Hospital policies and administrative protocols, and identifying improvement opportunities. The employee reports directly to, and works under the general supervision of the Assistant Director-Patient Services or other higher-level staff member. General supervision is exercised over Telephone Operators and Material Service Workers. Does related work as required.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree plus four (4) years paid full-time or its part-time equivalent experience in responsible public contact work** in the telecommunications industry, one (1) year of which must be in a supervisory capacity**; OR,
- (B) Six (6) years paid full-time or its part-time equivalent experience as defined in (A) above, one (1) year of which must be in a supervisory capacity***; OR,
- (C) An equivalent combination of education and experience defined by the limits of (A) and (B) above.

**Responsible public contact work is defined as substantial face-to-face, or telephone communication with adults (age 12+) involving customer service, persuasion, teaching, negotiation, explaining, counseling, and similar activities. The nature of the content is such that it requires judgment on the part of the individual in dealing with and solving problems.

***Supervisory capacity, for the purposes of these minimum qualifications, involves typical duties such as assigning and reviewing work, evaluating performance, maintaining work standards, motivating and developing subordinate employees, implementing procedural changes, increasing efficiency and dealing with problems of absenteeism, morale and discipline. The supervision aspects must be an integral part of the job, not incidental or occasional.

SPECIAL REQUIREMENTS:

Candidates for employment with Monroe County Government will be required to pass a pre-employment drug test, along with a background investigation. Failure to meet the standards may result in disqualification.

If you are appointed, you will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

RESIDENCY REQUIREMENT:

Applicant must be a resident of Monroe County at the time of appointment and for at least four (4) months at the time of examination.

APPLY ONLINE OR SEND CIVIL SERVICE APPLICATION TO:

MONROE COMMUNITY HOSPITAL
ATTENTION: PERSONNEL
435 EAST HENRIETTA ROAD
ROCHESTER, NY 14620

Posting Date: May 28, 2021

Posting Deadline: Until Filled

*The term provisional means that you will be required to take the next Civil Service examination for this title, and place among the top three (3) candidates on the examination list in order to be eligible for permanent appointment.