

GOVERNMENT OF MAURITIUS

SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE  
PUBLIC SERVICE COMMISSION REGULATIONS

- Ministry:** Health and Wellness
- Post:** Senior Telephonist (Health) (on shift)
- Salary:** Rs 20,175 x 325 – 21,475 x 375 – 22,225 x 400 – 23,425 x 525 – 26,050 x 675 – 27,400 x 825 – 34,825 (22 042 067)
- Effective Date:** 23 February 2023
- Qualifications:** By promotion, on the basis of experience and merit, of officers in the grade of Telephonist (Health) (on shift) who reckon at least five years' service in a substantive capacity in the grade and who –
- (i) possess supervisory and organising skills;
  - (ii) possess good interpersonal and communication skills; and
  - (iii) are able to lead a team of officers
- Duties:**
1. To be responsible to the Hospital Administrator or the Hospital Administrative Assistant for planning, organising, supervising and controlling the work schedules of Telephonists (Health) (on shift) and employees working under his responsibility.
  2. To operate the telephone switchboard (PABX) and ensure that it is properly maintained at a good standard.
  3. To take messages from outside callers and transmit same to officers concerned.
  4. To provide information to callers and to facilitate their contact with the appropriate units/sections of the health institutions.
  5. To keep an updated list of telephone numbers in units/sections, Area Health Centres/Community Health Centres and staff on call.
  6. To report to his immediate supervisor any problem or difficulty noted and advise on remedial action, where appropriate.
  7. To make arrangements for replacement of Telephonists (Health) (on shift) in case of absences, as and when required.

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CERTIFIED CORRECT

*B.D. Nundloll*

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B.D. Nundloll (Mrs)  
for Secretary for Public Service

23 February 2023

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8. To collect petty items from General Stores and issue same to all Telephonists (Health) (on shift).
9. To guide and train newly recruited Telephonists (Health) (on shift).
10. To keep records of faults in telephone lines in a register and liaise with the appropriate bodies for the repair of telephone equipment, as and when required.
11. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Senior Telephonist (Health) (on shift) in the roles ascribed to him.

**Note**

1. Senior Telephonists (Health) (on shift) will be required to work on shift covering a 24-hour service including Saturdays, Sundays, Public Holidays and during cyclonic periods and natural calamities.
2. Senior Telephonists (Health) (on shift) will be required to undergo a medical examination to be conducted by a Government Medical Officer, as and when deemed necessary.



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*B.D. Nundloll*

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**B.D. Nundloll (Mrs)**  
*for Secretary for Public Service*

**23 February 2023**

Date.....