

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Job Title:	Substitute Systems Operator
Pay Table:	Support
Pay Grade:	9
FLSA Status:	TBD
Job Code:	539
Reports to:	Associate Director of Human Resources

JOB SUMMARY

Under the general supervision of the Associate Director of Human Resources, the Substitute System Operator operates and maintains the automated substitute system. Also trains principals, teachers, substitutes, secretaries and others in use of system.

ESSENTIAL JOB FUNCTIONS

- Manages automated substitute system, including adding and removing substitutes and employees, answering questions, running reports and maintaining absences and assignments.
- Enters teacher work hours, subject areas, etc. into automated substitute system. Updates and verifies information as required. Enters specific school site information and preferences. Also enters substitute teacher personal information and assignment preferences and restrictions.
- Upon request, prints reports on teacher, school or district absences, substitutes obtained, reason for absence, etc. Prints reports on substitutes, including information on no-shows and number of assignments accepted.
- Troubleshoots automated substitute system. Resolves problems and makes minor adjustments using own judgment and as directed by program vendor.
- Reviews computer information on substitute teacher assignments. Coordinates with principals, site administrators, teachers and substitute teachers; resolves problems, encourages, etc.
- Receives and reviews complaints about substitute teachers; submits recommendations to Associate Director of Human Resources, being careful to maintain confidentiality. Informs school sites of actions taken.
- Communicates with substitute teachers about incidental issues and concerns, no-show incidents, and exclusions.
- Processes long term substitute requests to ensure qualification and notifies payroll of eligibility for long term compensation.
- Writes procedures regarding substitute issues. Prepares training agenda and training materials. Trains principals, and secretaries in use of automated substitute system. Continues training over telephone on individual basis.

- Provides training and orientation for new substitute teachers.
- Reviews jobs not filled. Determines reasons jobs were not filled and makes necessary adjustments on system. May place personal telephone calls to substitutes; arranges to fill some jobs. Prepares newsletters for school personnel, regarding use of system. Also prepares newsletters for substitutes.
- Keeps abreast of and maintains familiarity with automated substitute system to make necessary updates and changes. Studies potential updates and changes in the system. Makes recommendations to vendor concerning changes in the system.
- Reviews office requirements. Makes recommendations concerning office equipment purchases, supplies required, etc.
- Maintains records on substitutes and computer records on substitutes' activities.
- Updates webpages.
- Processes substitute applications, including checking references, and recommends candidates for hire.

MINIMUM REQUIREMENTS

- High School diploma or equivalent education and/or experience.
- Three (3) years of experience, involving computer systems and operation, customer service or other public contact, and clerical responsibilities.

KNOWLEDGE, SKILLS AND ABILITIES

- Good interpersonal and communications skills.
- Strong background in personal computer operations.
- Ability to troubleshoot computer problems.
- Ability to effectively organize and present training
- Strong attention to detail. Good general organizational ability.
- Ability to work independently and to manage an automated system.

PHYSICAL DEMANDS

Sedentary work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. The work also requires the following physical abilities in order to perform the essential job functions: mental acuity, speaking and visual acuity.

WORKING CONDITIONS

Employees in this position work in a dynamic environment that requires them to be sensitive to change and responsive to changing goals, priorities, and needs.

The Davis School District has the right to revise this position description at any time.