

**Substitute System Manager  
New Hanover County Schools**

**Job Description**

**Class: Classified**  
**Dept: Human Resources**

**TITLE:** Support Associate VI

**QUALIFICATIONS:**

1. High School degree or equivalent.
2. Extensive, broad experience in an office environment with responsibility for a large variety of complex duties.
3. Strong computer and communication skills.
4. Other qualifications as the superintendent and board may find appropriate and acceptable.

**REPORTS TO:** Director of Human Resources

**JOB GOAL:** Assist in the process of recruitment, retention, development and support of New Hanover County School's employees with an emphasis on working with our substitute system.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to personnel issues.
2. Maintain strict confidentiality for all personnel matters.
3. Maintain the automated Substitute Management System for all activities that govern the creation and reporting of absences and substitute selection.
4. Provide orientation and training for substitutes, completing all required paperwork for employment.
5. Provide support for accurate system wide record maintenance; track absence and substitute activity.
6. Write, edit, prepare, or coordinate the preparation of correspondence, reports, charts, graphs and other printed materials; researches content items for correctness of presentation and applicability.
7. Compose responses to incoming correspondence, compose letters and emails; manage the Do Not Use process for substitutes.
8. Oversee the substitute system and special projects; provide data and specialized system information to schools and the finance department.

9. Answer questions from employees concerning policies, procedures or deadlines; explain the use of records or information.
10. Maintain department personnel records; act as point of contact for department served and provide information or refer inquiries to proper personnel.
11. Screen and route materials according to content of communications; routing duties require detailed knowledge of organizational operations and status of work.
12. Perform other duties and responsibilities as requested by the Director of Human Resources or Supervisor.

*The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.*

**Terms of Employment:** Twelve month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 67

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

**Knowledge, Skills and Abilities:**

- Demonstrates functional knowledge of computers and all aspects of the Microsoft Office Professional software programs.
- Ability to communicate clearly and concisely, both orally and in writing; ability to communicate with school personnel, parents, and central office staff while complying with the confidentiality requirements in local, state, and federal policies and statutes.
- Ability to work with a high degree of accuracy.
- Strong organizational skills.
- Ability to interact and deal with the public in a professional manner.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Ability to cross train and assist within the department.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.