Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Department Technician I/II – Human Resources (Substitute Support)**	FLSA Status:	**Non-Exempt**
Job Family:	**Support Services Administrative**	Pay Range:	**SS35H (I); SS45H (II)**
Prepared/Revised Date:	**April 17, 2026**	Job Code:	**50603 (I); 50605 (II)**

SUMMARY: Responsible for providing high-quality customer service to a high volume of applicants, employees, substitutes, and retirees of Poudre School District. Supports the district's Substitute Program and Human Resources Department through technical system support, clerical assistance, and coordination of substitute onboarding, licensure tracking, and events.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Support the district's substitute system (SmartFind Express) by assisting with the placement of licensed and classified substitutes. Provide support with hiring, onboarding, offboarding, licensure tracking, and coordination of long-term substitute assignments. Assist with substitute hiring events, orientations, town halls, and appreciation events.
2. Provide high-volume support via phone, email, and in-person support with exceptional guest service. Act as a resource for schools, substitutes, and employees regarding system use, absence reporting, and subbing inquiries.
3. Participate in the substitute support team by attending meetings, assisting with data tracking and reporting and backup to the substitute coordinator as needed.
4. Maintain and update classifications, locations, school calendars, sub pay rates, and absence approvals in SmartFind and Business Plus (HRIS).
5. Provide back-up support for HR front desk operations, including staffing support, I-9 processing, fingerprint/background checks, and ID badge assistance.
6. Perform other duties as assigned.

DEPARTMENT TECHNICIAN I - EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent
- Two years or more of administrative office experience or related experience, preferably in Human Resources
- Equivalent combination of education and experience acceptable

DEPARTMENT TECHNICIAN II - EDUCATION AND RELATED WORK EXPERIENCE:

- Associate's degree or higher in human resources, business administration, communications or related field
- Four years or more of administrative office experience in Human Resources or K-12 school setting
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- English language skills
- Bilingual oral and written communication skills preferred
- Interpersonal relations skills
- Data entry and computer processing skills
- Customer service and public relations skills
- Critical thinking and problem-solving skills
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to be detail oriented and extremely organized
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Word, Excel, PowerPoint, Outlook, and/or other department software packages
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Substitute Coordinator	
Direct reports:	This job has no direct supervisory responsibilities.	

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit				X
Use hands to finger, handle, or feed				X
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy			X	

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Coordinate			X	
Instruct		X		
Compute				X
Synthesize			X	
Evaluate		X		
Interpersonal Skills				X
Compile				X
Negotiate		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	