Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Substitute Coordinator**	FLSA Status:	**Exempt**
Job Family:	**Support Services**	Pay Range:	**SS35Y**
Prepared/Revised Date:	**April 24, 2025**	Job Code:	**50204**

SUMMARY: Responsible for the efficient management and daily coordination of district substitutes, exercising independent judgment and discretion in operational decision-making. Serve as the primary point of contact for the district's absence reporting and substitute management system, including system operations and maintenance, recruitment, hiring, onboarding, training, and data management.

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. Independently resolve a high volume of communications (email and phone) through excellent guest service and delegate to sub support team as needed. Serve as a resource to schools, substitutes, contracted agencies, and employees regarding system operations, absence reporting, and subbing inquiries.
2. Monitor substitute performance and identify professional development needs. Lead sub incentive and recognition programs. Address sub concerns and "Do Not Use" submissions, provide substitute performance coaching, and escalate personnel matters to Human Resources for formal investigation.
3. Lead all aspects of recruiting, hiring, and onboarding licensed substitutes, including managing the applicant pool, planning and conducting hiring events and orientations, designing sub handbooks and guides, and overseeing hiring and licensure status. Create hiring/onboarding tracking mechanisms, coordinate logistics like reserving facilities and presenter scheduling, and design presentations.
4. Manage long-term subs, set up assignments in SmartFind system, ensure appropriate pay and make adjustments via PSD timecard as needed. Assist with securing long-term subs (providing sub lists, arranging shadow days, etc).
5. Compile, organize, and analyze complex substitute and employee absence data and reporting. Set up monthly absence reports for each school principal, reporting to HR leadership team when requested, and reason code reports.
6. Serve as the central point of contact and primary system operator for the district's absence reporting and sub placement system (SmartFind Express) for staff and substitutes. Manage classifications, locations, school calendars, and reason codes to connect to HRIS (Business Plus). Resolve payroll errors between SmartFind & Business Plus.
7. Train and mentor office managers, system administrators, and employees on SmartFind Express substitute and absence reporting protocols, practices, and procedures. Deliver newsletters and timely communications to stakeholders.

8. Collaborate with sub support team, district departments, and schools on sub program efficiencies by attending meetings, conducting site visits, and administering engagement surveys. Determine high substitute usage days to create variance day listings. Liaison with contracted sub staffing agencies.
9. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in human resources, business administration, communications or related field required
- Minimum of five years of progressive administrative office experience
- Experience in Human Resources in public education strongly preferred
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid US driver's license
- Professional in Human Resources (PHR) or Society of Human Resources Management (SHRM) certification preferred

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- English language skills
- Bilingual oral and written communication skills preferred
- Interpersonal relations skills
- Customer service and public relations skills
- Critical thinking and problem-solving skills
- Supervisory and team leadership skills, including the ability to provide clear direction, support staff development, and conduct performance feedback
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Knowledge of Colorado Department of Education licensure protocols and substitute requirements
- 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:

- Advanced knowledge of and experience with personal computers and peripherals
- Advanced knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Senior Director of Talent Acquisition & Retention	
Direct reports:	Department Technician I/II	1

- Responsible for assisting with interviewing, hiring and training employees; assisting with planning, assigning and directing work; assisting with appraising performance; assisting with rewarding, disciplining and terminating employees; and assisting with addressing complaints and resolving problems

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		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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		
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

VISION DEMANDS:	Required
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	X
Ability to adjust focus	X

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