

TITLE: Substitute Services Technician

DEPARTMENT: Human Resources

REPORTS TO: Executive Director of Human Resources

POSITION SUMMARY: The job of Substitute Services Technician is done for the purpose/s of dispatching substitutes and filling emergency requests for substitutes; maintaining substitute payroll; documenting information related to substitute; and provides training and orientation as needed.

ESSENTIAL FUNCTIONS:

- Attends substitute workshops, and meetings for the purpose of conveying and/or gathering information required to perform functions.
- Coordinates substitute process (e.g. long term substitutes) for the purpose of complying with all district, state and federal regulations.
- Dispatches substitutes for the purpose of providing coverage at school sites and for emergency requests for substitutes.
- Maintains a variety of records/files (e.g. new substitute records, substitutes performance, budget numbers, etc.) for the purpose of providing an up-to-date reference and/or complying with all federal/state/district regulations.
- Contributes to the orientation of new substitutes for the purpose of providing information and guidance on using the substitute program.
- Prepares written materials (e.g. substitute payroll, documents information from sites regarding substitute/s, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Processes a variety of activities for the purpose of disseminating information in compliance with program, district, state and/or federal requirements.
- Reconciles substitute payroll information (e.g. rate of pay, shifts, account code, etc.) for the purpose of ensuring accuracy of payroll records.
- Responds to inquires for the purpose of providing customer service and information to substitutes and staff.
- Troubleshoots the Substitute Online System for the purpose of ensuring access to the substitute system.
- Assists other personnel for the purpose of supporting them in the completion of their work activities.
- Possess knowledge of and adhere to Governing Policies and District Regulations and Procedures.
- Participate in special projects as assigned and perform related duties and key responsibilities consistent with the scope and intent of the position.

QUALIFICATIONS:

Skills, Knowledge and Abilities

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including using pertinent software applications; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and analyze situations to define issues and draw conclusions. Specific Knowledge based competencies required to satisfactorily perform the functions of the job include: business telephone etiquette; office methods and practices; and pertinent software applications.

ABILITY is required to schedule a number of activities, meetings, and/or events; routinely gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize specific, job-related equipment. Independent problem solving is

