

SUBSTITUTE ASSOCIATE

GENERAL RESPONSIBILITIES

Responsible for managing the day-to-day activities of the automated substitute calling system including providing technical support for administrators, employees and substitutes, and processing all substitute hiring documents.

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Conduct substitute teacher orientation, including training in the use of the automated substitute calling system.
- Create and maintain the databases for employees, substitutes, sites and job positions.
- Create and maintain information for substitutes including teacher license status.
- Monitor the system on a daily basis to ensure that all vacancies have been filled.
- Work with school administrators to resolve problems and fill vacant positions.
- Process all substitute applications to include tracking TB tests and criminal background checks.
- Work with the software vendor to identify and resolve problems with the system.
- Login, track and collect money for all criminal background checks.
- Produce and distribute all substitute applicant information packets and training materials.
- Run numerous reports dealing with absences, statistics etc. for schools and others.
- Research and resolve daily problems.
- Process and track substitute exclusion requests from building administrators and route to the appropriate human resources administrator.
- Respond to inquiries from employees, current substitutes and potential substitutes regarding overall processes as they relate to substitute employment.
- Interact with administrators, employees and substitutes who may have questions about operating the substitute assignment software.
- Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Excellent computer skills with an intermediate level knowledge of MS-Windows; general knowledge of the philosophies, principles and practices of public personnel administration; ability to establish and maintain effective working relationships with other departmental officials, administrators, employees and substitutes; strong analytical and organizational skills; ability to prepare and maintain detailed and technical records; ability to articulate technical problems and work towards a resolution; good oral and written communication skills.

EDUCATION AND EXPERIENCE



High School Diploma required; Associate's Degree in Computer Technology and experience in an office environment working with software support and training preferred. A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

None

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver's license

FLSA status: Non-exempt	Description: Rev. 7/15
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