



SUBSTITUTE SERVICES COORDINATOR

Classification: Substitute Services Coordinator

Location: District Office

Reports to: District Administrator

FLSA Status: Non-Exempt

Employee Group: EAEOP

This job description does not constitute an employment agreement between the district and the employee and is subject to change as the district's needs and position requirements change.

Part I: Position Summary

Provides a wide variety of clerical and administrative support and coordination in carrying out the substitute services program and operational responsibilities.

Part II: Supervision and Controls over the Work

Works under the supervision of a designated administrator(s). Work is controlled and guided by professional practice, school and district policies, procedures, timelines, priorities, and performance expectations established by the administrator(s).

Part III: Major Duties and Responsibilities

Duties may include, but are not limited to:

1. Coordinates and monitors a wide variety of activities in substitute services in managing the program(s) and meeting program goals. Activities may include gathering and maintaining program information, data, and status; scheduling and preparing participants and materials to support meetings and events; communicating and coordinating program information with internal and external personnel, etc.
2. Creates, updates, and monitors the absence management system, including profiles, calendars, district information, reporting, and system-wide support for district staff use. Provides training and support on absence management as needed.
3. Maintains calendar of events; schedules meetings; prepares correspondence; tracks and files forms, memoranda, and reports; prepares and distributes program materials, bulletins, and newsletters; attends meetings; and produces and maintains meeting minutes. Maintains confidential records.
4. Greets and supports visitors and staff and provides customer service assistance. Answers telephone, screens caller needs, and responds to inquiries; assists staff as needed.
5. Enters and processes employee payroll data, including initial pay screens, budget codes, and salary changes. Checks source documents, audits entries, and reviews preliminary and final payroll reports to assure information accuracy. Troubleshoots incorrect payroll entries/data and makes corrections and adjustments as necessary.

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6. Manage the screening and final hiring decisions for paraeducator and office personnel substitutes.
7. Communicates hiring and separation notifications to substitute employees.
8. Coordinates data and information with payroll. Monitors the application of collective bargaining agreement provisions to ensure the accuracy of salary and benefit information.
9. Assists in preparing and gathering materials for onboarding new substitute employees. Provides guidance to new substitute employees on document completion, explains salary, etc. Creates personnel files and enters employee information into the human resource management information systems.
10. Create, facilitate, and manage orientation for all new substitute employees, coordinating with other departments to provide supplemental information relevant to their department. In addition, information and support for the new hire orientation should be provided as needed.
11. Assists in designing and delivering orientation. May support programs in the field or in the office. Attends employment fairs and creates and distributes informational materials.
12. Regulates access, data validations, and procedural compliance to assist with maintaining system security, accessibility, and data integrity. Provides first-level and advanced support and troubleshooting of district and vendor application systems. Develops documentation materials that provide end users with clear, up-to-date, and readily available reference documentation. Coordinates with third-party vendors for technical support, troubleshooting, and integration issues. Works with end users and department team members to identify issues and reporting needs related to staff information.
13. Receives phone, electronic, and personal inquiries from all employees, applicants, supervisors, and other visitors to the human resources office. Gains an understanding of the inquirer's needs, identifies resolution of the need, provides direct assistance if possible, and refers to other staff who can respond to the need when not personally able to address the issue. May prepare customer communications to provide employment information. Such communications may be hard copy, electronic, or web-based.
14. Reporting: Maintains data and prepares reports and budget input as required by the district, the state, and the federal government. Reports may be complex and require extreme accuracy to prevent a negative impact on programs and budgets.
15. Facilitate staff, employee, and substitute employee training at the request of other departments. Communicate procedures and basic functionality of a variety of tools to staff in group settings, by phone, and in one-on-one consultations to provide clear, easy-to-navigate instruction and coaching.
16. Undertakes special projects at the request of the supervisor/administrator. Special projects require initiative in identifying, researching, collecting data, and presenting data.

17. Utilizes office equipment and technology to support assigned functions, develop and maintain electronic records, maintain and update software application data, and prepare materials for supervisor, including spreadsheets and presentations.
18. Promote policies and actions that encourage culturally responsive pedagogies and practices and result in a positive, constructive, respectful, and welcoming climate responsive to the needs of staff and candidates, considering language, culture, ethnicity, diverse backgrounds, and learning abilities.

Performs other duties as assigned.

Part IV: Minimum Qualifications

1. Must have experience working or interacting effectively with culturally diverse families and communities or have otherwise demonstrated a commitment to strengthening the engagement of a diverse community and skill in communicating with a diverse population.
2. High school diploma or equivalent.
3. Three years of progressively responsible office experience involving independence of action and decision-making responsibilities. Related education above the high school level may be substituted, at the district's discretion, for experience based on 30 semester hours/45 quarter hours for one year of experience or a portion thereof.
4. Must possess basic clerical skills, including typing and filing, and knowledge of basic office equipment and technology (e.g., spreadsheets, PowerPoint software, etc.) and keyboarding skills of at least 60 words per minute.
5. Must be willing to complete and potentially apply first aid training if required.
6. Knowledge of general secretarial procedures, including excellent grammar and proofing skills, and the ability to maintain accurate and reliable records and data.
7. Strong mathematical skills for collecting, analyzing, and presenting program and financial data.
8. Ability to work effectively in an environment with frequent interruptions, requiring the ability to concentrate and consistently produce accurate work while responding to interruptions and changing priorities.
9. Ability to interact with students, parents, staff, and community members, personally and through electronic communications, in a welcoming and confident manner.
10. Initiative and ability to work with minimal direction; sound judgment and decision-making capabilities are essential.
11. Ability to maintain confidentiality of all school and personnel matters.



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Part V: Desired Qualifications:

1. Bilingual skills
2. Associate's degree in job-related studies

Part VI: Physical and Environmental Requirements of the Position:

The physical demands and work environment described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is frequently required to sit, talk, lift, carry, move about, hear, and speak. The employee may be required to perform extensive work at a computer display terminal. The employee must occasionally lift and move 25 to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The individual may be expected to be exposed to blood or other potentially infectious materials or illnesses during their duties. The noise level in the work environment is usually moderate but can occasionally be loud.