

SUBSTITUTE CALLER

BASIC FUNCTION

To effectively coordinate and communicate substitute services for the faculty and staff of the Essex Junction schools.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Take and record incoming calls from faculty and staff in need of a substitute. Obtain relevant information from the employee in regards to reason for leave, and any special requests, events, circumstances, qualifications and the like.
- Place calls to qualified substitutes (using the most recent district provided list of substitutes) in attempts to fill all the available substitute requests. Provide substitutes with relevant information regarding their assigned duty and answer any questions they may have concerning parking, arrival time, directions, where to report, payment for services, and the like.
- Inquire and track which substitutes have received the Epi-Pen training. If a substitute at Hiawatha school has not had the required Epi-Pen training, the elementary school nurse and appropriate school principal should be notified promptly, and the substitute should be advised to arrive 15 minutes early in order to obtain this training. A current list of those who received the Epi-Pen training can be obtained from the Hiawatha School Health Office.
- Follow up with teachers on planned absences to let them know when a sub is found and who will be subbing so they can plan accordingly.
- Record and report all substitute activity to the School Principal before the start of the school day. Reports should include Teacher's name, date and reason for absence, substitute's name and any other relevant data. If a substitute has been unable to be retained for a particular employee, the school principal needs to be informed as soon as possible before the start of the school day so that other arrangements can be made.
- Keep substitute directories and related information updated. Inform the Human Resource office of any requested changes to the sub list or removals. Track and report the reason(s) a substitute requested to be removed from the sub list.
- Report any relevant problems to senior staff members, and follow-up as needed.
- Other duties as assigned

SUPERVISION RECEIVED

Supervised and evaluated by the designated School Principal.

QUALIFICATIONS

Basic education (high school), plus one to two years of relevant experience, or a combination of education and experience from which comparable knowledge and skills are acquired.

- Good communication skills and the ability to speak clearly to and deal courteously and efficiently with faculty, staff and substitutes.
- Good memory for names and numbers and the ability to give directions.
- Good organizational skills.
- Good basic clerical and phone skills.

.....
This general outline illustrates the type of work, which characterizes the Job Classification. It is not an all-encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification.