

SUBSTITUTE CALLING CLERK

Code No: 4-18-283

NON-COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is responsible work in a school district which involves filling daily requests for substitute teachers by employees who work out of their homes with equipment provided by the district. The Substitute Calling Clerk receives requests by phone and recorded messages and matches the qualified substitute teacher to the vacant teaching position. Work is performed without direct supervision but these employees meet periodically with the Director, Personnel and Community School Relations to submit weekly reports and review operations. Does related work as required.

TYPICAL WORK ACTIVITIES (All need not be performed in a given position.)

Other related activities may be performed although not listed):

Receives daily requests for substitute teachers by phone and recorded message from teachers, principals and school secretaries;

Calls substitute teachers and assigns them to vacancies;

Keeps daily records of teacher absenteeism and employment of substitute teachers;

Prepares bi-weekly summary reports for the schools and the Personnel Office;

Maintains substitute lists and files from applications supplied by the Personnel Office;

Reviews background data on substitute teachers to determine appropriate assignments;

Compiles data from school administrators regarding performance of substitute teachers;

Completes personnel and payroll forms for substitute teachers;

Assists with the recruitment of substitute teachers as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of district policy and practices; good knowledge of the policies, procedures and regulations surrounding substitute teacher placement; working knowledge of the regulations regarding teacher certification; working knowledge of recruitment theory and practices; working knowledge of personnel functions in a school district; ability to communicate effectively; ability to work quickly and under pressure; ability to work without direct supervision; ability to transcribe tape recorded messages accurately; ability to keep accurate and up-to-date records; ability to prepare basic statistical reports; good judgment; initiative; courtesy; patience; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma, plus EITHER:

- (A) Two (2) years of paid full-time or its part-time/volunteer equivalent experience in an office involving extensive telephone work*; OR,
- (B) One (1) year of paid full-time or its part-time/volunteer equivalent experience in clerical or secretarial work in a personnel office or a school office.

*NOTE: Examples of this type of experience include telemarketing, receptionist work or telephone operator experience.

ADOPTED: November 13, 1986