

## **HUMAN RESOURCES – SUBSTITUTE CALLER**

### DEFINITION

Under general supervision of a human resources administrator, assign certificated and classified substitute employees to open positions in the District, and to do related work as required.

### EXAMPLES OF DUTIES

Operate and monitor the automated substitute calling system on the computer and troubleshoot as necessary; receive, log and calendar requests from schools and departments for certificated and classified substitute employees; call and schedule substitute employees for temporary assignments and for substitute coverage not covered by the automated system; notify the school or department as needed regarding substitute assignments; monitor personal leave/discretionary leave requests; assure adequate substitute coverage by monitoring the automated substitute calling system; record each assignment for substitutes including period coverage; maintain and update records; prepare reasonable assurance letters; input, edit and monitor data on the automated substitute calling system; respond to questions related to the automated substitute calling system; enter and retrieve computer data; prepare reports on the use of substitute temporary employees; monitor substitute evaluations, informing the Director of Human Resources when necessary; and may assist in a variety of human resources record keeping and clerical duties.

### QUALIFICATIONS

#### Knowledge of

Correct English, grammar, spelling and punctuation; record keeping techniques; standard office equipment, computer operations/database management/word processing; and telephone techniques.

#### Ability to

Establish and maintain cooperative working relationships; apply judgment, discretion and initiative; understand and carry out oral and written directions; keep records and files; speak clearly and distinctly; work under pressure and meet timelines; work independently with little direction; learn office automation applications and skills, including computer operation/word processing.

#### Experience

Two years of increasingly responsible general clerical experience including contact with the public, which has provided the applicant with the knowledge and abilities listed above.

#### Education

Equivalent to completion of the twelfth grade.

### Physical Performance Requirements

Frequent sitting, standing or walking much of the time with some bending, stooping, squatting and twisting. Lifting of office supplies and other work related materials occasionally involved. Weight of materials will vary, but generally be of less than twenty pounds.

### Licenses

Possession of a valid and appropriate California Driver's License, if required.

Board Approved: June 28, 1978

Revised: July 11, 1989

Revised: February 11, 1997

Revised: December 12, 2000, effective January 1, 2001

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