

## **SAN MATEO COUNTY OFFICE OF EDUCATION**

### **CLASS TITLE: SUBSTITUTE PLACEMENT ASSISTANT**

#### **BASIC FUNCTION:**

Under the direction of the Manager, Human Resources, receive telephone messages and requests for certificated and classified substitutes; assign qualified certificated and classified substitutes to specified job assignments; operate and monitor the functions of the computer automated calling system.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Receive and log requests for certificated and classified substitutes; assign qualified substitutes to identified job assignments; monitor and record substitute assignments and refusals; arrange for short-term and long-term substitute assignments; respond to and resolve issues concerning staff absences and substitute assignments.

Operate and monitor the functions of the computer automated calling system; input personnel information, school calendars, work schedules, bell times, class locations and other data into appropriate computer database; print and distribute reports; assure proper back-up of the system according to established timelines and procedures.

Serve as a resource concerning site personnel, teachers and substitutes; initiate and answer telephone calls; respond to inquiries and provide information regarding absences, substitute assignments and information and related procedures.

Orient substitutes on procedures for obtaining assignments using the automated system; provide information and assistance to prospective substitutes.

Compile information and prepare and maintain a variety of records and reports related to substitute personnel; provide staffing reports to payroll to reconcile substitute placement; establish and maintain filing systems; provide program site staff with daily reports on sub requests and placements.

Communicate with teachers, substitutes, personnel and outside agencies concerning absences, coverage, availability, system malfunctions and assigned activities.

Operate standard office equipment as assigned.

##### **OTHER DUTIES:**

Perform related duties as assigned.

**January 18, 2006**

**San Mateo County Office of Education**

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Modern office practices, procedures and equipment.  
Telephone techniques and etiquette.  
Correct English usage, grammar, spelling, punctuation and vocabulary.  
Operation of a computer and assigned software.  
Oral and written communication skills.  
Interpersonal skills including tact, patience and courtesy.  
Record-keeping techniques.

**ABILITY TO:**

Receive telephone messages and requests for certificated and classified substitutes.  
Assign qualified certificated and classified substitutes to specified job assignments.  
Learn, operate and monitor the functions of computer automated calling system.  
Interpret, apply and explain rules, regulations, policies and procedures.  
Prioritize and schedule work.  
Meet schedules and time lines.  
Determine appropriate action within clearly defined guidelines.  
Type or input data at an acceptable rate of speed.  
Answer telephones and greet the public courteously.  
Understand and follow oral and written instructions.  
Communicate effectively both orally and in writing.  
Maintain records and prepare reports.  
Establish and maintain cooperative and effective working relationships with others.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and two years clerical experience involving frequent public contact.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.  
Constant interruptions.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.  
Seeing to view a computer monitor and read a variety of materials.  
Hearing and speaking to exchange information in person and on the telephone.  
Sitting for extended periods of time.