



## **SUBSTITUTE OFFICE ASSOCIATE**

### **GENERAL RESPONSIBILITIES**

Under the leadership of the Coordinator of Recruitment, Staffing and Retention, the position is responsible for managing the day-to-day activities of the automated substitute calling system to include providing technical support for administrators, employees, and substitutes, hiring and processing of all substitute applications.

### **ESSENTIAL FUNCTIONS**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Assist the coordinator with conducting substitute onboarding for all positions, including training in the use of the automated substitute calling system.
- Update and maintain the online software for employees, substitutes, sites, and job positions.
- Create and maintain preference lists for substitutes.
- Monitor the system daily to ensure all vacancies have been filled.
- Work with school administrators to resolve problems and fill vacant positions.
- Process all substitute applications, which includes sending out references and tracking TB tests and criminal background checks; hire approved applicants.
- Work with the software vendor to identify and resolve problems with the system.
- Login, track, and collect money for all criminal background checks.
- Produce and distribute all substitute applicant packets and training materials.
- Run numerous reports to include absences, overall system analysis, and statistics for schools and others.
- Research and resolve daily problems.
- Interacts with administrators, employees and substitutes who may have questions about operating the system daily.
- Performs related work as required.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Excellent computer skills with an intermediate level knowledge of MS-Windows. General knowledge of the philosophies, principles and practices of public personnel administration; ability to establish and maintain effective working relationships with other departmental officials, administrators, employees and substitutes; strong analytical and organizational skills; ability to prepare and maintain detailed and technical records; ability to articulate technical problems and work towards a resolution. Good oral and written communication skills.

### **EDUCATION AND EXPERIENCE**

#### **Required:**

High school diploma or GED.

Experience in an office environment in Software Support and Training.

#### **Preferred:**

Associates degree in Computer Technology.

A comparable amount of training and experience maybe substituted for the minimum qualifications.

### **PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Frequent sitting, grasping, fingering, repetitive motion, and reaching. Occasional walking, standing, bending, stooping, balancing, and crouching. Ability to lift up to 20 pounds occasionally. Requires timely and regular adherence to established work schedules.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.



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**SPECIAL REQUIREMENTS**

Regular and reliable attendance is an essential function of this position.

FLSA Status: Non-Exempt	Description: 7/18,7/20
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