

# SANTA CLARA COUNTY OFFICE OF EDUCATION

## CLASS TITLE: SUPERVISOR – SUBSTITUTE SERVICES

### BASIC FUNCTION:

Under the direction of the Executive Director of Human Resources, organize and direct the activities and operations of the Santa Clara County Office of Education's Substitute Services Department; manage the operations of the SubFinder system; oversee assigned functions of payroll and human resources as applicable to substitute staff; coordinate and supervise the substitute recruiting process; supervise the LiveScan fingerprint unit and related processes; train and evaluate the performance of assigned personnel.

### REPRESENTATIVE DUTIES:

#### ESSENTIAL DUTIES:

Organize and direct the activities and operations of the Santa Clara County Office of Education's Substitute Services Department; participate in the development and implementation of departmental policies and procedures.

Supervise and coordinate the automation of the SubFinder system including working with system vendors on operational problems and improvement of system capabilities and other enhancements; conduct orientation and enrollment sessions for new substitute classified employees; explain substitute staff and sub-calling system procedures; assure new substitute employment files are properly completed.

Coordinate payroll functions with human resources; prepare substitute employee files and records; supervise file scanning and purge activities; conduct substitute salary studies; analyze data, and recommend adjustments as assigned.

Participate in the recruitment activities related to classified substitute/relief staff; post positions on web-based job sites; participate in screening of substitute employment applicants; determine type of oral, written or performance examination to be administered; schedule managers and candidates for interviews; maintain and implement substitute preference lists for off-calendar employees and former (laid-off) workers eligible for substitute work; write, develop and prepares a substitute handbook.

Supervise the fingerprint unit and LiveScan processes; train employees on LiveScan operations and procedures; supervise the LiveScan fingerprint services to school districts and external agencies; monitor fingerprint service schedule and approve changes as necessary; develop personnel policies and procedures related to assigned functions; oversee the procurement of LiveScan equipment; work with the Department of Justice as needed.

Monitor substitute employees in long-term assignments work within established guidelines; coordinate termination of long-term assignments and substitute staff with performance or attendance issues; resolve substitute assignment problems and reassign as necessary.

Interpret and explain substitute employment procedures and applicable Education Code and administrative regulations; develop and implement short-term and long-term plans; provide data

for long-term planning.

Oversee and coordinate employee attendance tracking, substitute payroll and special projects as assigned; train administrators and users on related processes and procedures.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; communicate with staff regarding various issues such as special substitute assignment or layoffs impacting SubFinder.

Prepare and maintain a variety of reports, records and files related to personnel and assigned activities.

Oversee related budgets; monitors revenue and expenditures; assures credit card processing, cash reconciliation and deposits in accordance with established procedures.

Operate a computer and assigned software programs; operate other office equipment as assigned.

Attend a variety of meetings as assigned.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Human Resources, policies and practices.

Payroll rules and processes.

Current laws, codes, regulations and rules related to substitute credentialing.

Practices and procedures related to certificated personnel.

Operations, policies and objectives relating to personnel activities.

Test development, validation and selection procedures.

Oral and written communication skills.

Principles and practices of supervision and training.

Principles of project management.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

**ABILITY TO:**

Coordinate available substitutes to assure proper coverage of assigned programs and departments.

Learn information systems and software related to substitute assignments, substitute payroll, employee attendance and LiveScan fingerprinting.

Provide technical information and assistance to others concerning substitute employment policies and personnel transactions related to certificated and classified human resources matters.

Interpret, apply and explain applicable laws, rules, regulations, policies and procedures.

- Modify systems, procedures, and programs within area of responsibility.
- Interpret the California Education Code, state and federal laws and related regulations and court rulings.
- Train and evaluate the performance of assigned staff.
- Communicate effectively both orally and in writing.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned office equipment.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and time lines.
- Work independently with little direction.
- Plan and organize work.
- Prepare records and reports related to assigned activities.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: associate's degree in human resources, organizational development or related field and three years increasingly responsible experience in the human resources field.

**LICENSES AND OTHER REQUIREMENTS:**

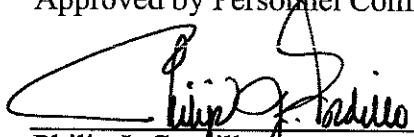
Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

- Office environment.
  - Driving a vehicle to conduct work.
- PHYSICAL DEMANDS:**
- Hearing and speaking to exchange information.
  - Dexterity of hands and fingers to operate a computer keyboard.
  - Seeing to read a variety of materials.
  - Sitting or standing for extended periods of time.

Approved by Personnel Commission: June 23, 2011

  
 Philip J. Gordillo  
 Executive Director, Human Resources

7/07/11  
 Date