

SANTA CLARA COUNTY OFFICE OF EDUCATION

POSITION: Substitute/Relief Staffing Specialist, Human Resources

HOURLY RATE: \$22.34/hour

DUTIES AND RESPONSIBILITIES: Coordinates the day-to-day operations of the substitute staff services unit for the Santa Clara County Office of Education (SCCOE); develops, prepares, and presents substitute personnel training programs; determines and prioritizes certificated and classified substitute job assignments, and assigns and/or reassigns qualified substitute personnel as needed to meet program needs; and performs related duties as required. This job class is responsible for the effective establishment and maintenance of personnel records and reports requiring independent judgment in the application of established personnel policies and procedures. Employees in this job class receive limited supervision within a framework of standard policies and procedures. This job class requires initiative, accuracy, attention to detail, organizational skills, and the ability to focus on multiple tasks within stringent timelines.

ESSENTIAL/TYPICAL DUTIES

Coordinates the day-to-day substitute assignment and staffing operations for departments and programs of the Santa Clara County Office of Education

Determines and prioritizes certificated and classified substitute job assignments; contacts qualified substitutes using the automated substitute calling system; may directly contact substitute staff by phone for assignment and/or reassignment as needed to meet program needs

Verifies the accuracy of regular and substitute personnel data in the substitute calling information system including employee and substitute assignment preferences and locations identifies and corrects discrepancies as needed

Operates the automated/online substitute calling system as well as a desktop computer, fax machine, copier, printer, and other peripheral and standard office equipment in the course of assigned functions

Assists in the employment orientation for certificated and classified substitute employees; provides user guidance to new substitute employees in the operation of the automated/online substitute calling system

Coordinates with Classified Personnel Services and Certificated Human Resources regarding substitute recruitment, employment and enrollment activities

Establishes and maintains official personnel records and files for substitute certificated and classified personnel including, but not limited to, credentials, academic units, employment authorizations, employment forms, separations, status changes, and performance assessments; maintains confidentiality for sensitive information

Receives, reviews, and processes substitute personnel employment documents; ensures compliance with selection procedures; and audits employment forms for accuracy correcting submitted data as needed

Establishes, prepares, and distributes routine and special reports, charts, and tables to monitor employee absenteeism, substitute usage; provides substitute work data for unemployment insurance claims

Serves as a resource to program managers, regular employees, substitute personnel and applicants regarding employment procedures, position qualifications, and substitute calling system operations

May distribute employment applications forms to interested job seekers as needed; explains employment procedures and position qualifications; responds to inquiries and disseminates information; schedules substitute employment candidates for orientation and employment processing

Researches and analyzes employment history and salary records to respond to employment verification requests or other specific inquiries

Trains and orients newly hired regular employees and substitute staff in instructional program operations, employee policies and procedures as well as the operations of the automated sub-caller system; develops and prepares training guides, manuals, maps, and materials as needed

Fingerprint substitute employment candidates, and other persons seeking employment credentialing or licensing; operates Live Scan equipment; and collects appropriate fees

Assists program managers and human resources administration in obtaining substitutes for summer school and other extended assignments

Attends and participates in meetings and activities related to the substitute personnel recruitment, training, orientation, and enrollment

Perform related duties as assigned.

EMPLOYMENT STANDARDS

A valid California Class C Driver's License

A driving record that meets the insurance requirements of the Santa Clara County Office of Education

Knowledge of:

Effective office principles, procedures, and practices including indexing, filing systems and maintenance

Telephone techniques

Principles of customer service

Report writing

Ability to:

Use office application programs utilized for budgeting, word-processing, and data base system purposes

Learn specific regulations, rules, laws, and policies related to substitute employment
Correct English usage, grammar, punctuation, vocabulary and spelling

Use independent judgment and discretion in assigning qualified substitute personnel to certificated and classified substitute job assignments

Effectively operate, maintain, and monitor the automated substitute caller system and perform basic troubleshooting procedures as directed

Carry out instructions and communicate, both orally and in writing, with a wide variety of personalities and customer service situations requiring diplomacy, friendliness, poise, and professional demeanor

Establish, prepare, and maintain a variety routine and complex records, reports, and filing systems for substitute usage, training, and assignments

Coordinate a variety of office/clerical and technical support work with speed and accuracy

Keyboard

Enter, and/or edit substitute employment data at a rate that ensures successful job performance

Analyze staffing situations and adopt an effective course of action

Operate a variety of office equipment including, but not limited to, a desktop computer, copy machine, fax machine, calculator, and other peripheral equipment

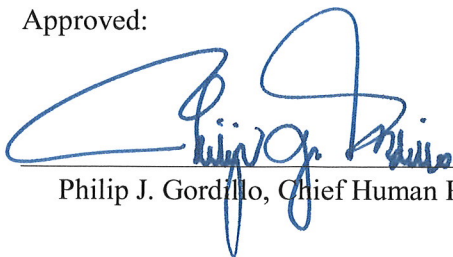
Interpret and apply specific regulations, rules, laws, and policies

EDUCATION, TRAINING AND EXPERIENCE

A combination of education, training and experience which clearly demonstrates possession of the knowledge skills and abilities detailed above. A typical qualifying background would include: two years of clerical/technical experience involving complex record keeping; high level of interpersonal contact; and independent judgment. College level course work in human resources, public administration or a related field may be considered as partial fulfillment of the work experience requirement.

BARGAINING UNIT: Substitute Workers Unit

Approved:



Philip J. Gordillo, Chief Human Resources Officer

01/23/2017
Date