

**JOB DESCRIPTION**  
**Pleasanton Unified School District**

**SUBSTITUTE CALLER/CLERK**

**Purpose Statement:**

The job of Substitute Caller/Clerk is done for the purpose/s of ensuring the coverage of absent teacher, clerical and paraprofessional personnel utilizing a computerized substitute calling system; generating various absentee and substitute utilization reports; processing new substitutes; and performing a variety of clerical support functions.

**Essential Functions**

- Answers employee questions regarding absences for the purpose of conveying information and/or ensuring compliance with established guidelines.
- Compiles payroll information (e.g. certificated salary deductions, reimbursements, long term sub pay rates, etc.) for the purpose of providing information to payroll department as needed.
- Maintains a variety of files and records related to employee attendance and substitute services (e.g. historical attendance records, substitute records, etc.) for the purpose of providing an up-to-date reference and audit trail for compliance.
- Prepares reports, correspondence and other written materials (e.g. reports, transmittal memos, letters, substitute handbook, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Processes a variety of activities (e.g. substitutes, permit/credential filing, tracking status of substitutes, assignments, etc.) for the purpose of providing input to computerized system and ensuring compliance with established regulations.
- Provides assistance to new secretaries for the purpose of training them on sub calling system.
- Responds to inquiries from substitutes on a variety of subjects (e.g. assignments, pay, applications, etc.) for the purpose of providing information and/or direction as may be required.
- Verifies employee absences daily for the purpose of ensuring accurate data is posted into database.

**Other Functions**

- Assists other personnel for the purpose of supporting them in the completion of their work activities.

**Job Requirements: Minimum Qualifications**

**Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, non-technical tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes: concepts of grammar and punctuation.

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing specific, defined processes; and operate equipment using defined methods. Ability is also required to work with a wide diversity of individuals; work with data of varied types and/or purposes; and utilize specific, job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific abilities required to satisfactorily perform the functions of the job include: communicating with diverse groups; meeting deadlines and schedules; maintaining confidentiality; working with constant interruptions; and working with detailed information/data; and working under minimal supervision.

**Responsibility**

Responsibilities include: working under direct supervision using standardized procedures; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the Organization's services.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally the job requires 60% sitting, 10% walking, and 30% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience is desired.

Education High School diploma or equivalent.

**Required Testing**

Pre-employment Proficiency Test

**Certificates & Licenses**

None Specified

**Continuing Educ. / Training**

None Specified

**Clearances**

Criminal Justice/Fingerprint Clearance  
Tuberculosis Clearance

**FLSA Status**

Non Exempt

**Approval Date**

**Salary Grade**

Classified 12