

SUBFINDER FAQ
AND
TRAINING INFORMATION
FOR
SUBSTITUTES

What is SubFinder?

SubFinder is an IVR system with easy to follow instructions; the system may be accessed through the telephone or the Internet. The system uses a variety of methods to fill employee absences with a substitute and it is available to you 24 hours a day 7 days a week.

How will SubFinder benefit me?

There is a potential for more jobs, particularly for new substitutes, since SubFinder is completely unbiased in its selection process. You tell SubFinder when you want to work, or when you are unavailable to work, you can also tell the system when you do not want it to call you. We allow you to view all the jobs for which you are qualified and to select the one you would like to work. You may also review the jobs that you've accepted, 24 hours/day, and 7 days/week.

Do I have to have touch-tone service to access the SubFinder system?

No, but you do need a telephone that can be switched from pulse to tone. The phone must be set on "tone" setting anytime you are communicating with SubFinder. Cell phones may be used, but dropped calls, weak signals and low batteries may cause problems in completing your transaction with SubFinder.

Do I have to register with SubFinder before I can receive job offers? Do I have to register every time I call in?

Yes. You must call in and register before you can receive any job offers.

No. You only have to register once.

Please call and register as soon as possible, SubFinder can't offer you any jobs until you register. Once you have registered with the system, you can access it through the telephone or the Internet.

What are job numbers and why do I need to remember them?

Each absence successful reported by an employee or an administrator, is assigned a job number – a substitute will receive the same job number when they successfully accept the job. The job number is very important; it is used as a reference in SubFinder's reports, to check absences for employees, and to track days worked for substitutes. Any time you accept a job, make sure you write down your job number, you will need it for canceling a job by telephone and for keeping track of the days you work.

Will I have a job number for every substitute job?

Yes, every job that you accept or are assigned to will have a different job number. If entered as one absence multiple day jobs will have a single job number.

Why will SubFinder call me?

SubFinder will call to offer you a job; you may listen to the job more than one time. You could receive more than one call during a specific calling period. SubFinder may also call you to notify you of a job cancellation.

Will I be called or offered jobs for positions that I did not list on my SubFinder profile sheet?

If your name is listed on a school's preference list, this will override your SubFinder profile and you may be called for or offered jobs for positions that were not listed in your profile.

Should I just register and wait for the system to call me for a job?

No. Jobs are entered into the system at various times during the day and may be filled before the system goes into the next call out. It is advisable to call in or sign onto WebConnect to check for available assignments not to just wait for the system to call you.

What happens if SubFinder calls me and gets my answering machine?

Your answering machine will record some portion of SubFinder's greeting and narration asking for your PIN (Personal Identification Number)/Password. SubFinder will realize that the phone was answered, but will not leave any information regarding the job. SubFinder may call back later and offer you the job again or, you may call in or check WebConnect when you get home to see if jobs are still available.

What if someone in my family answers the phone and its SubFinder calling?

You have two choices: 1) If you are not home, you can teach family members how to accept jobs for you. If you choose to do this, please make sure they realize how important it is to tell you about the job after they accept it! You will be responsible for reporting for all jobs accepted so please make sure that you review your current assignments to make sure that you are aware of all the jobs you are expected to work. 2) If you are at home, have the person who answered the phone put the receiver down and call you. SubFinder will ask for your PIN/password several times, waiting approximately 30 seconds between each request, so you will have time to get to the phone before the call is terminated.

Can an employee assign (prearrange) me, or request me for, his/her absence?

Assign or prearrange means that the employee or an administrator has personally asked you to work on a specified day for a particular employee and that you have agreed to the assignment. SubFinder will not call you about a prearranged job but the job will be listed as one of your current assignments on SubFinder.

Requesting you to work for an absence means that SubFinder will call you to tell you that you have been requested for the job – you must accept the job before SubFinder will list it as a current assignment. If you check WebConnect – Available Jobs – you will also see that you have been requested and be able to accept the assignment.

An employee or administrator entering an absence using the telephone and that wants to prearrange or request you will need to enter your SubFinder ID # (not your sub #). Entering this same request through WebConnect only requires that they select your name from the menu.

What if the days I am available to work change from week to week?

You can change the information yourself, using your touch-tone phone or through WebConnect. By phone from the main menu select option 5 – To Review Personal Information and then choose option # 3 – To Review the Days of the Week You Can Work. Follow the instructions given by the narrator and/or your reference card to change your available day. On WebConnect select the Personal Information button and then go to the Availability Tab. **Changing your availability can alter the availability of certain jobs being offered to you (i.e., if you enter “0” as the maximum hours for Monday, the system will block all Mondays and will never offer or call you for jobs on Mondays). If you can’t work a particular day (i.e., next Monday), please use the DND/Unavailable button to add this information.**

What are my options when I call SubFinder?

Review the current and future assignments that you have already accepted. You will hear the details concerning each job.

Review available jobs, for which you are qualified, one at a time. You may either accept an offered job or listen to another job.

Cancel a job – you must know the specific job number and you must cancel at least 1 hour and 45 minutes before the start of the job.

Report an absence – this feature is used by substitutes in a long-term assignment when they need to be absent. You must know the specific job # to report an absence.

Review Personal Information - You can review your telephone number, your name, your SubFinder assigned ID # and the days of the week that you can work.

Under Review Personal Information you can go to the date range menu to set a Do Not Disturb or and Unavailable for day or date ranges that you will be unavailable.

Note: *You can update your telephone number in SubFinder – Your number must be a local exchange; the system will not call long distance numbers.*

Can I call SubFinder and “shop” for jobs?

Yes, Chesapeake Public Schools allows substitutes to “shop” for jobs. Job shopping means that you are allowed to view or hear all the jobs that are presently available (based on your profile choices). Once you accept a job, you are expected to work the assignment. DO NOT accept a job, hold it (so another sub can’t accept it), then cancel it and take a different job for the same day. Misuse of job shopping may result in your removal from the substitute list.

When I call in to review available jobs, will I be given a list of jobs from which to choose?

No, You will hear one job at a time and you will be able to accept the job, listen to the job again, or listen to the next job. If you accept the job, you may still review jobs for other dates, if there are any available at that time. If you review available jobs through WebConnect, all jobs currently available, which you are qualified for, will be displayed. Listen to or read the information carefully it is important that you understand the details on the available job **before** you accept it. Some jobs are for partial days, other jobs are for multiple days; **only accept a job if you are willing to work the terms offered.**

What are special instructions?

Teachers and administrators may leave additional helpful information about the assignment in the special instructions section. Special instructions may be voiced (if the absence was entered by phone) or written (if the absence was entered on the computer). If special instructions were voiced and you are reviewing jobs over the computer, you will see a message to call in to hear the special instructions and if special instructions were written and you are calling in to review absences by phone, you will be told that you need to check WebConnect to see the written special instructions.

What are Itinerant Teachers?

Itinerant Teachers are teachers that work at more than one school; the teacher's home school isn't always the school that you will need to report to. We make every effort to enter and voice the current itinerant schedules for our teachers so that the information is available to you. In addition, we have also requested that our itinerant teachers leave messages about their location in the special instructions area of the job.

Some jobs are "employee's schedule" others say "same time everyday" what do these notations mean?

"Employee's schedule" means that each day of the job will follow the standard work times for that employee (6/6/09 through 6/9/06 start time 11:00 a.m. end time 2:30 p.m. marked "employees schedule" means that you start on 6/6/09 at 11 and work till 2:30 then work a full day on 6/7, 6/8 & 6/9) . "Same Times Every Day" means that the job is for the same times each day of the job (6/6/06 through 6/9/06 start time 11:00 a.m. end time 2:30 p.m. – means you would only work from 11 to 2:30 on Tuesday, Wednesday, Thursday and Friday (the 6th through the 9th).

What is the difference between marking myself "Unavailable" and marking myself with a "Do Not Disturb"?

Marking yourself as "Unavailable" means that you cannot work for that time period. It does not mean that you don't want SubFinder to call you with offers for future jobs. For example: If you say that your are unavailable on Monday, SubFinder will not offer you a job for Monday but it may call you Monday evening to offer you jobs for future dates. ***DO NOT set an unavailable if you are able to work – DO set an unavailable if you are not available to work for Chesapeake Public Schools.***

When you create a "Do Not Disturb", you are telling SubFinder that you do not want to receive any calls during that time period. You are not saying that you can't work. For example: If you ask not to be disturbed on Monday, SubFinder will not call you on Monday. But, it could call you Sunday night and offer you a job for Monday.

If you are not available to work **AND** you do not want to receive any calls, you must add both items to the specified time period. After adding an Unavailable Date Range, SubFinder will ask you if you still want to receive calls during the period. Indicating that you do not will also place a Do Not Disturb on your account for the same period. When entering this information through WebConnect – you must separately enter a DND & an unavailable for the same date(s).

Note: DND & Unavailable can also be added through WebConnect, for directions please refer to the WebConnect User's Guide for Substitutes.

If I enter an Unavailable Date Range (for example: a vacation) and return early, can I begin to pick up jobs early?

Yes, you can call SubFinder, choose option # 5 – To Review Personal Information, choose option # 4 – To Review a Date Range, and then remove the date range. You will then be eligible to receive job offers from SubFinder, as well as review available jobs.

Note: DND & Unavailable can also be canceled or edited through WebConnect, for directions please refer to the section on Reviewing a DND or Unavailable in the WebConnect User's Guide for Substitutes.

If I reject a job for a particular day, will SubFinder quit calling me for that day?

No. SubFinder may still call you for other jobs if you meet the criteria. If you do not wish to received any more calls during this calling period, when the system calls you will need to enter you PIN/Password and then press the (*).

If I reject or cancel jobs, will I be automatically removed from the substitute list?

No. You will not automatically be removed for rejecting or canceling jobs, however, repeatedly canceling jobs at the last minute, or misusing Job Shopping may result in your removal from the substitute list.

Can I cancel a previously accepted job in the event of an emergency or illness?

Yes, if you need to cancel a job in SubFinder, you must cancel at least 1:45 minutes before the start of the job. If you try to cancel an assignment within 1:45 minutes of the start of the job, you will be directed to call the administrator at the school where you were assigned to work.

Can I review the jobs that I have accepted?

Yes, you can call SubFinder and select the option to review your current assignments or you can sign onto WebConnect and select the button for current assignments. *It is recommended that you review your current assignments on a daily basis, as a reminder of all the jobs that you have accepted.*

What happens if I accepted a job and forget to report to work the job?

An administrator at the school where the job was scheduled will notify the SubFinder Office and you will be marked as a “no show.” A letter notifying you of the missed assignment will be sent to your home. Three “no shows” will result in your removal from the Substitute list.

General Questions

What information do I use to sign in when I report to a school for work?

All substitute teachers have been issued an employee ID number (we are transitioning from the old substitute numbers to employee numbers). Your new employee number will be used to identify you in the new KRONOS Timekeeping System; a KRONOS card will be issued to you and you will “swipe” in and out at your work site. If you do not have a KRONOS card, you will be required daily to complete a “Time Card Exception Form” for each school showing the hours you worked at that school. The “Time Card Exception Form” will be available from the “Timekeeper” at all schools.

How many days am I required to work?

There is no yearly cap on the number of school days a substitute teacher is allowed to work, however, you must work a minimum of three (3) days each year. If you do not meet the minimum required number of workdays, you will not be offered renewal for the following school year.

Why do I have to attend an annual in-service?

School board policy requires that substitute teachers attend an annual in-service. OSHA requires that we cover the Blood Borne Pathogens information with you on an annual basis.

When will I be paid?

Substitute pay periods start on Sunday and run through the following Saturday. Compensation will be calculated in hours and each month will be divided into two compensation periods, generally the 15th and the 30th except for weekends and holidays.

How will I be paid?

Substitutes that have completed an automatic deposit form will have their pay deposited directly into their bank account. If you have not set up automatic deposit, your check will be mailed to your home address.

IMPORTANT SUBFINDER INFORMATION

SubFinder’s Phone Number: 312-0076

Job Cancellation Deadline for Substitutes:

SubFinder’s Call Out Times:

No later than 1:45 prior to the scheduled start of the job.

Morning Call Out: 6:00 am until 11:00 am

For assistance, please call: The SubFinder Operator

Evening Call Out: 5:30 pm until 10:00 pm

at 547-0001 or 547-0153 X 181 between 8 AM & 3 PM.

