

CRS Incorporated's



SUBSTITUTE EMPLOYEE TELEPHONE INSTRUCTIONS

CHESAPEAKE PUBLIC SCHOOLS
PERSONNEL OFFICE
757-547-0001 OR 757-547-0107

SUBFINDER SYSTEM 757-312-0076

You can call SubFinder to review current assignments, review available jobs, cancel a job, and review personal information.

Remember, SubFinder only works from touch-tone telephones!

TELEPHONE SHORTCUTS:

Pressing 9 will take you back to the previous Menu.

Pressing * will allow you to move to the next item when listening to a list of items, such as jobs.

WHEN ACCEPTING A JOB, ALWAYS WAIT FOR THE JOB NUMBER BEFORE DISCONNECTING OR YOUR JOB ACCEPTANCE MAY NOT BE RECORDED.

WHEN SUBFINDER CALLS YOU

To Offer You a Job

SubFinder will call and ask for your PIN followed by the pound sign (#), or press star (*) if you do not wish to receive any more calls during *this* calling period.

If you chose to enter your PIN, followed by the pound sign, SubFinder will describe an available job.

To hear special instructions **Press 1**
To hear the itinerant schedule **Press 2**
To continue **Press 5**

Once you press 5

To accept the job **Press 1**

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To hear the job again **Press 2**
To reject the job **Press 9**

If you press 1 to *accept* the job, SubFinder will play the job information again and give you a **JOB NUMBER**. You will be given some of these options as well:

To hear special instructions **Press 1**
To hear the itinerant schedule **Press 2**
To hear directions to the site **Press 3**
To continue **Press 5**

If you press 2 or 3, the appropriate information will be provided. If you press 5, you will be given two options.

To hear the job again **Press 2**
To end this call **Press 9**

If you press 9 to *reject* the job, SubFinder *may* ask for a reason for the rejection. After listening to the reasons provided, select the appropriate reason followed by the pound sign (#). SubFinder will repeat the reason.

If correct **Press 1**
If incorrect **Press 2**

To Notify You of a Job Cancellation

When a job has been canceled, SubFinder will call you with notification. You will hear "This is notification of a job cancellation". Enter your PIN followed by the pound sign (#).

SubFinder will play the information for the job that has been canceled, including the job number.

To acknowledge the cancellation **Press 1**
To hear the cancellation again **Press 2**

WHEN YOU CALL SUBFINDER

YOUR MAIN MENU

To Review Current Assignments **Press 1**
To Review Available Jobs **Press 2**
To Cancel an Assignment **Press 3**
To Report an Absence **Press 4**
To Review Personal Information **Press 5**
To Pre-Register for the next school year **Press 7**
To Leave the SubFinder System **Press 9**

You will hear the Pre-Register option only if your district chooses to use the Pre-Registration option and you have not yet pre-registered.

MAIN MENU OPTION #1 TO REVIEW CURRENT ASSIGNMENTS

From the Main Menu **Press 1**

SubFinder will play your next scheduled assignment followed by some, if not all, of the following options.

To hear the special instructions **Press 1**
To hear the itinerant schedule **Press 2**
To hear directions to the site **Press 3**
To continue **Press 5**

If you press 5, you will be given these options.

To hear the job details again **Press 2**
To hear the next job **Press 3**
To cancel this job **Press 4**
To return to the Main Menu **Press 9**

If you press 4, SubFinder *may* ask for a reason for the cancellation. After listening to the reasons provided, select the appropriate reason followed by the pound sign (#). SubFinder will repeat the reason.

If correct **Press 1**
If incorrect **Press 2**

SubFinder will ask for confirmation of the cancellation.

To confirm the cancellation **Press 1**
Otherwise **Press 2**

MAIN MENU OPTION #2 TO REVIEW AVAILABLE JOBS

From the Main Menu **Press 2**

SubFinder will describe an available job, if any exist, followed by one or more of the following options

To hear special instructions **Press 1**
To hear the itinerant schedule **Press 2**
To continue **Press 5**

Once you press 5

To accept the job **Press 1**
To decline the job **Press 2**
To hear the job again **Press 3.**
To hear the next job **Press 4**
To return to the Main Menu **Press 9**

If you press 1 SubFinder will repeat the job information, followed by the **JOB NUMBER**.

If you press 2 you are **REJECTING** this job. SubFinder will not offer you this job or call you on this job again. After you press 2 SubFinder will describe the next available job, if any exist, followed by the same options described above.

If you press 4 SubFinder will describe the next available job, if any exist, followed by the same options described above.

MAIN MENU OPTION #3 TO CANCEL AN ASSIGNMENT

From the Main Menu **Press 3**

Enter the **JOB NUMBER** followed by the pound sign (#). SubFinder will play the job information.

To cancel this job **Press 1**
To return to the Main Menu **Press 9**

If you press 1 SubFinder *may* ask for a reason for the cancellation. After listening to the reasons provided, select the appropriate reason followed by the pound sign (#). SubFinder will repeat the reason.

If correct **Press 1**
If incorrect **Press 2**

SubFinder will ask for confirmation of the cancellation.

To confirm the cancellation **Press 1**
Otherwise **Press 2**

MAIN MENU OPTION #4 TO REPORT AN ABSENCE

From the Main Menu **Press 4**

Enter the **JOB NUMBER** followed by the pound sign (#). SubFinder will play the job information.

Step 1: Enter the first date of the absence (MMDD) followed by the pound sign (#). To begin the absence today, press star (*).

Step 2: Enter the time the absence begins (HHMM) followed by the pound sign (#). If the absence begins at the start of the work day, press star (*). If you enter a specific time:

For A.M. **Press 1**
For P.M. **Press 2**

Step 3: Enter the last date of the absence (MMDD) followed by the pound sign (#). For a single day absence, press star (*).

Step 4: Enter the time the absence ends (HHMM) followed by the pound sign (#). If the absence ends at the end of the work day, press star (*). If you enter a specific time:

For A.M. **Press 1**
For P.M. **Press 2**

SubFinder will repeat the date(s) and times of the absence.

If correct **Press 1**
If incorrect **Press 2**

Step 5: SubFinder will play a list of absence reasons. Press the number of the appropriate reason followed by the pound sign (#). SubFinder will repeat the reason.

If correct **Press 1**
 If incorrect **Press 2**

GET THE REVISED JOB NUMBERS

ALWAYS WAIT FOR THE REVISED JOB NUMBERS BEFORE DISCONNECTING OR THE ABSENCE MAY NOT BE RECORDED.

**MAIN MENU OPTION #5
 TO REVIEW PERSONAL INFORMATION**

From the Main Menu **Press 5**

SubFinder will play the Personal Information Menu

To review your phone number **Press 1**
 To review your name recording **Press 2**
 To review the days of the week you can work **Press 3**
 For the date range menu **Press 4**
 To hear your employee ID **Press 5**
 To return to the Main Menu **Press 9**

(1) To Review Your Phone Number

SubFinder will play your phone number.

If your phone number is correct **Press 1**
 To change your phone number **Press 2**

If you press **2**, enter the area code and phone number followed by the pound sign (#). SubFinder will repeat the number.

If your phone number is correct **Press 1**
 To change your phone number **Press 2**

(2) To Review Your Name Recording

SubFinder will play your name as it is recorded.

If your name is recorded correctly **Press 1**
 To re-record your name **Press 2**

If you press **2**, record your name after the tone. When you are finished, press the pound sign (#). SubFinder will repeat your name.

If correct **Press 1**
 If incorrect **Press 2**

(3) To Review the Days of the Week You Can Work

To review your availability for

Sunday **Press 1**
 Monday **Press 2**
 Tuesday **Press 3**
 Wednesday **Press 4**
 Thursday **Press 5**
 Friday **Press 6**
 Saturday **Press 7**
 To return to the Main Menu **Press 9**

After choosing a day, that day's availability will be played.

If you would like to change your availability **Press 1**
 To use this schedule for another day of the week **Press 2**
 To return to the previous menu **Press 9**

If you press **1** SubFinder will ask "Are you normally available to work on (day of the week)?"

If yes **Press 1**
 If no **Press 2**
 For mornings only (6 am until 12 pm) **Press 3**
 For afternoons only (12 pm until 6 pm) **Press 4**
 To enter specific hours **Press 5**

If you press **1, 2, 3, or 4** SubFinder will repeat the schedule that applies to your choice.

If you would like to change your availability **Press 1**
 To use this schedule for another day of the week **Press 2**
 To return to the previous menu **Press 9**

If you press **5** for Special Hours:

Step 1: Enter the earliest time (HHMM) that you will be available followed by the pound sign (#). If you will be available from the start of the day, press star (*). If you enter a specific time:

For A.M. **Press 1**
 For P.M. **Press 2**

Step 2: Enter the latest time (HHMM) that you will be available followed by the pound sign (#). If you will be available until the end of the day press star (*). If you enter a specific time:

For A.M. **Press 1**
 For P.M. **Press 2**

Step 3: Enter the minimum number of hours that you are willing to work during this period followed by the pound sign (#). If you have no preference, press star (*).

Step 4: Enter the maximum number of hours that you are willing to work during this period followed by the pound sign (#). If you have no preference, press star (*).

SubFinder will repeat the schedule you entered.

If you would like to change your availability **Press 1**
 To use this schedule for another day of the week **Press 2**
 To return to the previous menu **Press 9**

(4) For the Date Range Menu

To add an UNAVAILABLE date range **Press 1**
 To add a DO NOT DISTURB date range **Press 2**
 To review a date range **Press 3**
 To return to the Main Menu **Press 9**

(1) To Add an Unavailable Date Range

Step 1: Enter the first date that you will be unavailable (MMDD) followed by the pound sign (#). If you will be unavailable beginning today, press star (*).

Step 2: Enter the beginning time (HHMM) that you will be unavailable followed by the pound sign (#). If you will be unavailable from the start of the day, press star (*). If you enter a specific time:

For A.M. **Press 1**
 For P.M. **Press 2**

Step 3: Enter the last date that you will be unavailable (MMDD) followed by the pound sign (#). If you will be unavailable for only a single day, press star (*).

Step 4: Enter the time (HHMM) that you will be available again, followed by the pound sign (#). If you will be unavailable through the end of the day, press star (*). If you enter a specific time:

For A.M. **Press 1**
 For P.M. **Press 2**

Substitute Finder will repeat your unavailable date range.

If correct **Press 1**
 If incorrect **Press 2**

If you press **1** SubFinder will respond "To continue receiving calls during this period, press 1, otherwise press 2." Pressing **2** will add a **Do Not Disturb** to the date range as well.

(2) To Add a Do Not Disturb Date Range

Step 1: Enter the first date (MMDD) that you don't want to be called followed by the pound sign (#). If you don't want to be called starting today, press star (*).

Step 2: Enter the beginning time (HHMM) that you don't want to be called followed by the pound sign (#). If you don't want

to be called from the start of the day, press star (*). If you enter a specific time:

For A.M. **Press 1**
 For P.M. **Press 2**

Step 3: Enter the last date (MMDD) that you don't want to be called followed by the pound sign (#). If you don't want to be called for only a single day, press star (*).

Step 4: Enter the time (HHMM) that you wish to receive calls again, followed by the pound sign (#). If you don't want to be called until the end of the day, press star (*). If you enter a specific time:

For A.M. **Press 1**
 For P.M. **Press 2**

SubFinder will repeat the Do Not Disturb date range.

If correct **Press 1**
 If incorrect **Press 2**

(3) To Review a Date Range

SubFinder will play your most current date range, if any exist.

To hear the date range again **Press 2**
 To hear the next date range **Press 3**
 To remove the date range **Press 4**
 To return to the Main Menu **Press 9**

If you press **4**, SubFinder will ask for confirmation.

If you are sure you want to remove this date range **Press 1**
 Otherwise **Press 2**

(5) To Hear Your Employee ID

SubFinder will play your SubFinder-assigned ID number. This number is used only when/if someone needs to request you for, or assign you to, a particular absence.

You DO NOT use this number to identify yourself when you call SubFinder.