JOB DESCRIPTION

Salary Grade:
4
CUPE 1328

Job Title:
SEMS Operator

PRIMARY FUNCTION

The primary function of this job is to operate the Substitute Employee Management System (SEMS) and to provide a SEMS Helpline function.

MAIN RESPONSIBILITIES

1.	Operate the Substitute Employee Management System (SEMS) by:

- entering commands into the computer (usually early in the morning) to get the 'job report' (i.e. all absences reported for the day)
- check report to: ensure substitute teacher is assigned after the high school 'threshold'; identify teachers who do not have a job code; check 'code of absence' (e.g. sick, urgent personal business etc.); check to identify substitutes that do not match the assignment (error can occur if teacher requests a particular substitute)
- telephoning substitute teachers to correct computer error e.g..: substitute assigned before high school reaches 'threshold' (i.e. specific number of absences before a substitute is allowed); wrong substitute for assignment etc., by reassigning substitute or cancelling job
- entering commands to override computer error
- contacting substitute to offer teaching assignment (thereby rectifying computer error), as required enquire substitute 's teaching specialty and assign appropriate 'job code'
- telephoning supply secretaries to offer partial assignments (computer will not assign job, if 'supply' is not available for full length of absence) or breaking up the assignment into segments by entering appropriate commands and allowing the computer to then fill the job

- requesting a list of unfilled jobs (by entering commands), in cases where there are many vacancies
- printing and distributing to principals their 'report of absence' for each school location (secondary schools are sent on a monthly basis and elementary schools on a bi-monthly basis) – still applies?
- monitoring each secondary school balance of 'person days' and make amendments as required
- monitoring reported absences/vacancies occurring on PA Days to ensure substitutes have not been assigned or requested for the day
- changing telephone lines for the call out period each Friday and Monday and any other occasion as required
- setting up substitutes in long term assignments on VIP (i.e. Voice Information Platform), taking into account of PA days, location and time verification, inclusion of budget codes and other changes that may affect the assignments

2. Provide a SEMS Helpline for TCDSB staff by:

- checking the telephone mailbox at the start of the first shift (usually 6:00 a.m.) for messages (25 – 35 messages/day)
- responding to staff messages/requests e.g.: teacher extending absence, SEMS Operator would then contact the same supply to offer the extension, if supply has accepted another assignment, enter job number and commands into computer and SEMS gets the supply; teacher shortens absence, the Operator contacts supply and cancels and enters commands into computer to free supply and update absence record; absentee calls to indicate 'on touch tone phone' and reports absence, SEMS Operator enters data into computer; contact supply to communicate the instructions of the teacher etc.
- entering commands into the computer to obtain an absence report after all the absences/vacancies of the day have been filled
- utilizing the updated absence report to respond to queries e.g.: has supply been assigned for absent teacher? etc.
- responding to telephone and e-mail enquiries while maintaining discretion and good judgment in relating information due to the confidentiality of the requests

3. Maintain the database of the SEMS by:

- keying in commands into the computer to obtain list of all employees and their job codes, by location
- sending list to schools with letter asking if job classification is correct
- correcting job classifications upon receipt of lists from schools
- maintaining daily statistical reports for unfilled assignments and forward weekly reports to superintendents, managers, principals, vice principals and supervisors

- contacting schools in cases where the employee does not have a P.I.N. (Personal Identification Number)
- inputting new employee information, adding or deleting employee information
- inputting/modifying schools priority/preferred/do not use lists
- inputting of changes after verification by schools of various reports
- inputting changes of school locations (from transfers) and changes of address/phone numbers which have been processed through the HR system
- maintaining and updating calendar in SEMS computer regarding National/School holidays

4. Perform a variety of duties in support of the SEMS by:

- following up on systems problems and contacting the vendor by telephone when the System is malfunctioning and having the vendor representative 'walk' them through corrective measures
- ensuring that the printer has paper
- assisting HR staff with SEMS Information sessions for TCDSB staff
- providing one on one SEMS inservice to new substitute staff
- training new SEMS back-up operators
- producing a variety of reports by entering appropriate commands
- maintaining and updating the SEMS EMPLOYEE and SUBSTITUTE REFERENCE CARD for distribution to all new employees and substitutes

5. Perform other duties as assigned or required.

SKILL

- Secondary School Diploma with courses/training in various computer software equivalent to 1 year post secondary, or equivalent
- 1 – 2 years related experience

EFFORT

- Complexity of the job is in following the daily process of ensuring that all vacancies have been appropriately filled by supply staff e.g.: checking absence report and taking corrective action, if required and responding to messages. Complexity in resolving 'Helpline' requests accurately and verifying/cross-reference information between the reporting system (SEMS) and HR system (SAP)
- Physical exertion in data entry. Visual concentration on computers (90%)

RESPONSIBILITY

- Independence of action in making decisions due to working unsupervised in early morning. Independence of action in organizing daily work such as assigning supply employees to unfilled vacancies; printing reports and updating data in the computer etc.
- Errors when correcting computer errors/or when responding to requests, would inconvenience the school and could effect the attendance record of staff, also errors can have direct impact on supply teachers budget, failure to fill vacant assignments would put additional strain on school to provide coverage
- Daily telephone contact with Board staff (e.g. teachers, supply staff, secretaries, principals, superintendents, department heads etc.) and vendors.

WORKING CONDITIONS

- Open office concept environment; restricted workspace
- Stress from high volume phone calls; stress from irate callers; stress from constant interruptions

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