

SCHOOL DISTRICT #22 (Vernon)

JOB DESCRIPTION

Position: TTOC Dispatcher
Job No: 254

POSITION SUMMARY: Under the supervision of the Director of Human Resources the incumbent is responsible for maintaining the automated dispatch system for Temporary Teachers on Call (TTOC's), including ensuring staffing lists are current, teacher absences are being monitored, and replacement staff are assigned and called out.

POSITION DUTIES AND RESPONSIBILITIES:

- Ensures staffing lists within the system are accurate and up to date.
- Ensures teacher profile preferences and schools are approved for appropriate assignment postings to be viewed.
- Monitors teaching absences. Ensures that replacement staff are assigned. Reports absence and replacement information to schools and departments.
- Ensures replacement assignments are administered in accordance with collective agreements and established Human Resource procedures.
- Reassigns replacements based on established priorities when shortages exist.
- Monitors and reports future absences to identify dates with large numbers of absences.
- Maintains replacement staff data and assignment priorities in the automated dispatch system.
- Produces routine dispatch reports such as daily, monthly, and yearly absence and replacement sheets and payroll information.
- Assists in establishing, maintaining, and troubleshooting the dispatch system.
- Trains staff in the technical use of the system and processes and acts as a liaison with users of all levels, including the software provider.
- Assists with daily system monitoring, updates and backups. Prepares and produces reports from automated dispatch system data.
- Reports replacement assignment information to payroll, performs payroll reconciliations, and verifies account coding.
- Edits/cancels entries or timesheet approvals that cannot be done at the school level, at the request of administration or the secretary in charge.
- Ongoing control and monitoring of user access to the dispatch system.
- Times the release of leaves that are not due to sickness, depending on the volume of absences and TTOC's who are available any given day or week.
- Manages system's direction of staff (i.e., directing science and math specialists to appropriate classrooms as needed).
- Sets up approval workflows when necessary and assigns GL numbers to appropriate departments for correct billing.
- Integrating the district calendar with the system employee group calendar so that professional days and statutory holidays are correctly handled by the system.

REQUIRED EDUCATION AND EXPERIENCE:

- Grade 12 plus six months of a post-secondary office or business administration certificate including basic accounting courses equivalent to Okanagan College BAC 11 and BAC 12.
- Six months of recent successful experience in the secretarial field.

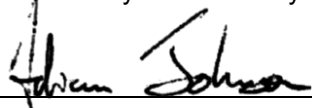
REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Proven ability to follow established procedures and policies, including TTOC dispatch manual and collective agreements, with moderate judgement required.

- Proven ability to communicate effectively, both orally and in writing, with staff and software provider, using tact and discretion to clarify and exchange information of a detailed or specialized nature.
- Proven organizational skills.
- Proven ability to work independently and handle inquiries with minimal direction.
- Physical capability to perform the job duties in a standard office environment.
- Proven skills managing computer-based information systems (data input, file maintenance, data retrieval,) including intermediate to advanced computer skills required to utilize word processing, spreadsheet, database, and communications software accurately and efficiently.
- Ability to maintain confidentiality.
- Willingness to obtain ongoing learning of the automated dispatch system.
- Keyboarding 40 wpm.

This description contains the elements necessary for the identification and evaluation of the job. It is not an exhaustive list of the duties to be performed. Duties not listed should not affect the evaluation.

Approved and authorized by the Secretary-Treasurer or designate:

Signature: 

Date: December 6, 2023

Revised November 2023