

SCHOOL DISTRICT #22 (Vernon)

JOB DESCRIPTION

Position: Human Resources Dispatcher
Job No: 254

POSITION SUMMARY: Under the supervision of the Director of Human Resources, the incumbent is responsible for managing the dispatch system for Human Resources replacement staff. This role includes overseeing the dispatch system for maintaining accurate staffing lists, monitoring absences, and ensuring the timely assignment and communication of replacement staff.

POSITION DUTIES AND RESPONSIBILITIES:

- Ensure accuracy of staffing lists within the HR systems.
- Verify that staff profiles, including preferences and school assignments, are accurately selected and approved for appropriate assignment during the call out process.
- Monitor and document staff absences, coordinate that qualified replacement staff are assigned, and communicate absence and replacement information to schools/departments.
- Ensure replacement assignments are administered in accordance with collective agreements and established Human Resources procedures, reassigning replacements as needed based on established processes.
- Monitor upcoming absences to identify periods with high absence volumes and plan staffing accordingly.
- Maintain replacement staff data and assignment priorities using the automated dispatch system and relevant spreadsheets.
- Generate and review routine dispatch reports including daily, monthly, and annual summaries of absences and replacements.
- Assist in establishing, maintaining, and troubleshooting the dispatch system.
- Train staff in the technical use of the automated dispatch system and serve as a liaison with software providers and users at various levels.
- Assist with daily system monitoring, updates, backups and generate analytical reports.
- Provide accurate replacement assignment data to payroll, perform payroll reconciliation, and verify account coding.
- Establish approval workflows and assign GL numbers for billing and financial tracking.
- Edit or cancel dispatch entries or timesheet approvals as needed at the request of administration or authorized staff.
- Monitor and regulate user access to the dispatch system.
- Manage the system's direction of staff to appropriate placements.

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 the 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: Adrian Johnson

Date: October 8, 2025

Revised: September 2025