

EDUCATIONAL SERVICE CENTER OF CENTRAL OHIO  
JOB DESCRIPTION

<b>Title:</b>	<b>SUB CALLER</b>	<b>File 312</b>
<b>Reports to:</b>	Director of Student Services	
<b>Job Objectives:</b>	Schedules substitute teachers, teacher assistants, and interpreters.	
<b>Minimum Qualifications:</b>	<ul style="list-style-type: none"><li>· High school diploma and a satisfactory pre-employment skill test score.</li><li>· Meets all mandated health requirements.</li><li>· Documentation of a clear criminal record.</li><li>· Complies with drug-free workplace rules and board policies.</li><li>· Basic word processing skills.</li><li>· Congenial telephone etiquette.</li><li>· Multitasking ability and strong diplomacy skills.</li></ul>	
<b>Responsibilities and Essential Functions:</b>	<p>The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.</p> <ul style="list-style-type: none"><li>· Takes the initiative to perform routine tasks independently. Maintains a functional filing system that ensures the safe retention and efficient retrieval of office records.</li><li>· Upholds board policies and follows administrative guidelines and procedures.</li><li>· Promotes a favorable image of the service center.</li><li>· Respects personal privacy. Maintains the confidentiality of privileged information.</li><li>· Checks messages (e.g., E-mail, recordings, etc.). Receives calls about staff absences. Uses the approved substitutes list to place calls. Asks substitutes about preferences and scheduling constraints (e.g., availability, prior commitments, etc.).</li><li>· Serves as a liaison between substitutes and service center staff. Provides assignment information (e.g., teacher's name, location, grade, arrival time, etc.). Answers questions. Notifies appropriate staff to confirm arrangements.</li><li>· Submits documentation of long distance charges for reimbursement.</li><li>· Keeps files and supplies properly stored. Periodically discards records as directed.</li><li>· Accepts personal responsibility for decisions and conduct.</li><li>· Wears appropriate work attire and maintains a professional demeanor.</li><li>· Strives to develop rapport and serves as a positive role model for others.</li><li>· Performs other specific job-related duties as directed.</li></ul>	
<b>Abilities Required:</b>	<p>The following characteristics and physical skills are important for the successful performance of assigned duties.</p> <ul style="list-style-type: none"><li>· Demonstrates professionalism and contributes to a positive work environment.</li><li>· Self-initiative. Performs prescribed activities efficiently with limited supervision.</li><li>· Reacts appropriately to interruptions and changing conditions.</li><li>· Effectively uses listening, observation, reading, verbal, nonverbal, and writing skills.</li><li>· Completes paperwork accurately. Verifies and correctly enters data.</li><li>· Maintains an acceptable attendance record and is punctual.</li></ul>	
<b>Working Conditions:</b>	<p>Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.</p> <ul style="list-style-type: none"><li>· Duties may require lifting, carrying, and moving work-related supplies/equipment.</li><li>· Duties may require operating and/or riding in a vehicle.</li></ul>	

**SUB CALLER**

- Duties may require traveling to meetings and work assignments.

- Duties may require performing repetitive tasks quickly.
- Duties may require working under time constraints to meet deadlines.
- Potential for exposure to adverse weather conditions and temperature extremes.
- Potential for exposure to blood-borne pathogens and communicable diseases.
- Potential for interaction with aggressive, disruptive, and/or unruly individuals.

**Performance  
Evaluation:**

Job performance is evaluated according to the policy provisions adopted by the Governing Board of the EDUCATIONAL SERVICE CENTER OF CENTRAL OHIO.

The Educational Service Center of Central Ohio Governing Board does not discriminate on the basis of race, color, religion, national origin, sex, disability, sexual orientation, or age in its programs and activities, including employment opportunities. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.

*Revised: 10/09*