



Substitute Training Outline

- **What is SubFinder?**
 - An IVR (Interactive Voice Response) system, similar to those used by banks and airlines, with easy-to-follow instructions.
 - Employees & Administrators report absences via touch-tone phones.
 - SubFinder will use a variety of methods, including position matching, to fill absences/jobs.
 - **How Will SubFinder Benefit Me?**
 - There is the potential for more jobs, particularly for new substitutes, since SubFinder is completely unbiased in its selection process.
 - You tell SubFinder when you want to work:
 - The days of the week you can work, as a general rule.
 - Days or date ranges when you are unavailable.
 - Days or date ranges when you do not wish to receive any calls – Do Not Disturb.
 - You have the ability to review the jobs that you've accepted, 24 hours/day, 7 days/week.
 - You can be proactive through the use of 'job shopping' – calling SubFinder to find out if there are any jobs available for which you are qualified!
 - **What about Registration?**
 - You will not receive any job offers from SubFinder until you register.
 - Registration, via a touch-tone phone, is quick and simple! It takes only a few minutes.
 - You call SubFinder and identify yourself using your PIN – Personal Identification Number.
 - When you register you will:
 - Record your name.
 - Review your Personal Information:
 - Verify your phone number.
 - Verify the days of the week you can work.
 - **What Are Job Numbers?**
 - Each absence successfully reported, by an employee or an administrator, is assigned a job number.
 - A substitute will receive the same job number when they successfully accept the job.
 - Many of SubFinder's reports use the job number as a reference.
 - Job numbers must be used when accessing an existing job for review or cancellation.
 - Any time you accept a job, make sure you take note of your job number.
 - **Why Will SubFinder Call Me?**
 - To offer you a job.
 - You may listen to the job more than one time.
 - You could receive more than one call during a specific calling period.
 - To notify you of a job cancellation.
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- **What Are My Options When I Call SubFinder?**
 - Reviewing Current Assignments (#1)
 - You can listen to any current and future assignments that you have already accepted. You will hear all of the details concerning each job.
 - Reviewing Available Jobs (#2)
 - You will hear jobs, for which you are qualified, one at a time.
 - You may either accept an offered job or listen to another.
 - Canceling a Job (#3)
 - You must know the specific job number.
 - You must cancel prior to the deadline established by your district administration.
 - Reporting an absence (#4)
 - You must know the specific job number.
 - The dates and times of the absence must fall within a single job that you have already secured through SubFinder.
 - Reviewing Personal Information (#5)
 - Your phone number.
 - Your name, as recorded.
 - The days of the week you can work.
 - The date range menu – to set Do Not Disturb and Unavailable date ranges.
 - Your SubFinder-assigned ID number.
 - Leaving the SubFinder System (#9)
- **Some Points to Remember...**
 - SubFinder must be accessed using a touch-tone phone.
 - Take your time and follow the narration.
 - When accepting a job, always wait for the job number before leaving the system.
 - If you must cancel a job that you've already accepted, please do so as early as possible. At a minimum, you must cancel at least _____ before the scheduled start time. If you try to cancel within _____ of the scheduled start time, you will be instructed to call the administrator at the appropriate site.
 - Register as soon as possible. SubFinder can't offer you any jobs until you register.
- **Questions & Answers**

Important SubFinder Information

SubFinder's Phone Number:

SubFinder's Calling Times:

Morning Call Out: _____ until _____

Evening Call Out: _____ until _____

Job Cancellation Deadline for substitutes:

No later than _____ prior to the scheduled start of the job.

For assistance, please call:

Your district SubFinder Operator at _____

between the hours of _____ and _____