

SubFinder

System Overview

The SubFinder System is Carroll County Public School's absence management and substitute teacher placement system.

Benefits to Substitute Teachers

A. Potential For More Substitute Teacher Job Assignments






1. The SubFinder System has more capacity than the individual sites to call substitutes regarding job assignments.
2. Newly hired substitute teachers are recognized immediately for job assignments.
3. The System rotates through the active guest teacher roster giving equal access to job opportunities.

B. Flexibility to Set Your Own Personal Schedule Into the SubFinder System


1. You can program the days of the week you will be available to work into the system.
2. If you can't substitute for a period of time due to an illness, family emergency, or any other situation, you can program in an unavailable date range.
3. You can choose not to receive calls for the rest of the morning or evening calling period after declining a job. After putting in your PIN number, press the star (*) key if you do not wish to receive any more calls during this calling period.

4. You can make changes to your phone number whenever necessary.
5. Two calling sessions are programmed into the system. The Morning Calling Session is scheduled for 5:30 a.m. until 11:30 a.m. and the Evening Calling Session is scheduled for 5:30 p.m. until 10:45 p.m. If you don't wish to be disturbed, program a "Do Not Disturb" into the system.





Job Numbers

-  When a teacher successfully reports an absence into the SubFinder system, a job number is assigned to that absence.
-  When the SubFinder system calls a substitute teacher for a job assignment and he/she successfully accepts the assignment, the system will give the substitute a job number.
-  If you forget your substitute job assignments or job numbers, you can go on-line or call into the system and review the assignments and job numbers that you've accepted.
-  If two substitute teachers arrive at a school and one has a job number and the other doesn't, the schools have been instructed to accept the substitute teacher with the job number.
-  You can only cancel a job assignment with a job number. If you must cancel, do so early. If you try to cancel a job assignment in which you are to substitute teach that day, the system will not allow you to cancel an hour before school starts. SubFinder will instruct you to call

the school or the SubFinder Operator.

-  If you must cancel an assignment, which you previously accepted, please do it as soon as possible, in order to allow the system sufficient time to fill the absence.

When SubFinder Calls You

-  Always use your PIN number when Subfinder calls.
-  The SubFinder system will call to offer you a substitute teacher job assignment. You may listen to the assignment more than once.
-  You may receive more than one call during a specific calling session. For example, the system may call you in the evening for a job in the future and again for a job the next day.
-  The system will also call you back to let you know that an assignment that you accepted was cancelled.

Substitute Teacher FAQ's

Do I have to call in and register with SubFinder before I can receive job offers?

Yes. You will not receive any job offers until you have registered!

What happens if SubFinder calls me and gets my answering machine?

Your answering machine will record some portion of SubFinder's greeting and narration asking for your PIN. SubFinder will realize that the phone was answered, but will not leave any information regarding the job. SubFinder may call back later and offer you the job again.

What if someone in my family answers the phone and its SubFinder calling?

You have two choices:

1. If you are not home, you can teach family members how to accept jobs for you. If you choose to do this, please make sure they realize how important it is to tell you about the job after they accept it!
2. If you are home, have the person who answered the phone put the receiver down and call you. SubFinder will ask for your PIN several times, waiting approximately 30 seconds between each request, so you will have time to get to the phone before the call is terminated.

Can an employee assign me to his/her absence?

No, employees must personally contact you to see if you are available and accept. Then give that information to the Administrator to enter into SubFinder through the Remote Station or WebConnect.

What if the days I am available to work change from week to week?

You can change this information using the phone system or using WebConnect.

Can I call SubFinder and "shop" for jobs?

Yes, if you are on a School Preference List, which is set up by the Administrators at the schools. This must be done during a **non**-call-out time. Call-out times are 5:30 a.m. to 11:30 a.m. and 5:00 p.m. to 10:45 p.m. So anytime before or after those times would be fine.

What is the difference between marking myself "Unavailable" and marking myself with a "Do Not Disturb"?

Marking yourself as "Unavailable" means that you cannot work for that time period. It does not mean that you don't want

SubFinder to call you with offers for future jobs.

When you create a “Do Not Disturb”, you are telling SubFinder that you do not want to receive any calls during that time period. You are not telling SubFinder that you can’t work.

If you are not available to work and you do not want to receive any calls, you must add both items to the specified time period.

If I reject a job for a particular day, will SubFinder quit calling me for that day?

No. SubFinder may still call you for other jobs if you meet the criteria.

Do I need to remember my job number?

Yes. The job number is your confirmation that SubFinder has registered your acceptance of the job. You will also need this number if you need to cancel the job.

Can I cancel a previously accepted job in the event of an emergency?

Yes. If you try to cancel a job after the Substitute Cancel Deadline, within one hour of the start time of the job, you will be instructed to call the administrator at the school.

Will I ever be offered jobs in position areas that I did not request?

Maybe. You may be called for jobs outside your stated position areas if you are on a School Preference List.