

Advises schools/departments of dispatched replacement worker(s) through the distribution of the morning absence report and telephone communication

Inputs and verifies PRM data, replacement priorities, secondary seniority data and adjusts staff entries as necessary to ensure accurate records. Supports and verifies entry of staff schedules, unavailability schedules by end-users

Provides employee guidance in the use of ADS and absence scheduling systems

Monitors and recommends changes to processes and helps to identify workflow, methods, and processes which will streamline operations, meet objectives and fully utilize the computerized system to meet ongoing and changing operational requirements

Provides project coordination and administration in the provision of ADS/AMS records or for projects which directly impact the performance and delivery of ADS including implementing product changes and bringing new users on-line

Identifies staffing needs and related issues and notifies Human Resources Assistant and Human Resource Manager to activate the hiring process

Generates data summaries and reports such as ad hoc reports, user defined reports, absence statistics, payroll, monthly dispatch, unavailability, and refusal reports to provide management, payroll, GVTA, CUPE, the service provider and District staff with general or issue specific information

Communicates policies, protocols, procedures and changes to District staff encouraging user adherence without formal authority over the impacted people to ensure ADS/AMS are used correctly

Front line communication during special weather, power outage or system events. Handles calls and emails until receiving further direction.

Develops and delivers "train the trainer" sessions, information sessions, and instructional updates on an individual, group or web basis

Conducts annual ADS system maintenance including cleaning out data, and updating calendars and current year's data

Assists with special projects within the department

Assists with backup requirements in the Section

Performs other assigned comparable or transient duties that are within the area of knowledge and skills required by the job description

	<p>Grade 12 or equivalent</p> <p>Completion of a one (1) year post-secondary Business Administration or office administration program or equivalent including, or supplemented by, courses in database management, Human Resources, payroll/accounting applications and/or benefits administration</p>
--	--

Technical troubleshooting and basic programming skills

Ability to interpret and apply policy, procedures and collective agreements

Ability to perform job related math calculations

Facilitation skills

Ability to maintain a high level of confidentiality of information seen or heard

Demonstrated excellence in a customer service role as maintaining excellent relations with staff and the public is a key requirement of the position

Effective written and oral communication skills and the ability to request and convey information in an appropriate manner

	<p>assignments</p> <p>Ability to problem solve when either recommending or clarifying information with others</p> <p>Ability to develop and apply appropriate work methods, procedures and policies</p> <p>Ability to document and summarize information</p> <p>Analytical ability</p> <p>Creative/innovative</p>
	<p>Operates in an environment with constant interruptions and changing priorities</p> <p>Sufficient vision, hearing and dexterity to perform related job duties</p> <p>Ability to lift up to 18 kg (40 lbs) on an occasional basis and operate related equipment</p> <p>Ability to perform related physical and mental activities</p> <p>Work hours are 6:00 am to 2:00 pm; on occasion evening and weekend hours may be required</p>

Reviewed December 2021