

CRS Incorporated's

Chesterfield County Public Schools
1-866-271-3578

<https://chesterfield.subfinderonline.com>



SUBSTITUTE EMPLOYEE INSTRUCTIONS

You can call SubFinder to review current assignments, review available jobs, cancel a job, and review personal information.

Remember, SubFinder only works from touch-tone telephones!

TELEPHONE SHORTCUTS:

Pressing 9 will take you back to the previous Menu.

Pressing * will allow you to move to the next item when listening to a list of items, such as jobs.

WHEN ACCEPTING A JOB, ALWAYS WAIT FOR THE JOB NUMBER BEFORE DISCONNECTING OR YOUR JOB ACCEPTANCE MAY NOT BE RECORDED.

WHEN SUBFINDER CALLS YOU

To Offer You a Job

SubFinder will call and ask for your PIN followed by pound (#), or press star (*) if you do not wish to receive any more calls during *this* calling period.

If you chose to enter your PIN, followed by pound (#), SubFinder will describe an available job.

To hear special instructions	Press 1
To hear the itinerant schedule	Press 2
To continue	Press 5

Once you press 5

To accept the job	Press 1
To hear the job again	Press 2
To reject the job	Press 9

If you press 1 to *accept* the job, SubFinder will play the job information again and give you a **JOB NUMBER**. You will be given some of these options as well:

To hear special instructions	Press 1
To hear the itinerant schedule	Press 2
To hear directions to the site	Press 3
To continue	Press 5

If you press 2 or 3, the appropriate information will be provided. If you press 5, you will be given two options.

To hear the job again	Press 2
To end this call	Press 9

If you press 9 to *reject* the job, SubFinder *may* ask for a reason for the rejection. After listening to the reasons provided, select the appropriate reason followed by pound (#). SubFinder will repeat the reason.

If correct	Press 1
If incorrect	Press 2

To Notify You of a Job Cancellation

When a job has been canceled, SubFinder will call you with notification. You will hear "This is notification of a job cancellation". Enter your PIN followed by pound (#).

SubFinder will play the information for the job that has been canceled, including the job number.

To acknowledge the cancellation	Press 1
To hear the cancellation again	Press 2

WHEN YOU CALL SUBFINDER

YOUR MAIN MENU

To Review Current Assignments	Press 1
To Review Available Jobs	Press 2
To Cancel an Assignment	Press 3
To Review Personal Information	Press 4
To Pre-Register for the Next School Year	Press 7
To Leave the SubFinder System	Press 9

You will hear the Pre-Register option only if your district chooses to use the Pre-Registration option and you have not yet pre-registered.

MAIN MENU OPTION #1 TO REVIEW CURRENT ASSIGNMENTS

From the Main Menu **Press 1**

SubFinder will play your next scheduled assignment followed by some, if not all, of the following options.

To hear special instructions	Press 1
To hear the itinerant schedule	Press 2
To hear directions to the site	Press 3
To continue	Press 5

If you press 5, you will be given these options.

To hear the job details again	Press 2
To hear the next job	Press 3
To cancel this job	Press 4
To return to the Main Menu	Press 9

If you press 4, SubFinder *may* ask for a reason for the cancellation. After listening to the reasons provided, select the appropriate reason followed by pound (#). SubFinder will repeat the reason.

If correct	Press 1
If incorrect	Press 2

SubFinder will ask for confirmation of the cancellation.

To confirm the cancellation	Press 1
Otherwise	Press 2

MAIN MENU OPTION #2 TO REVIEW AVAILABLE JOBS

From the Main Menu **Press 2**

SubFinder will describe an available job, if any exist, followed by some or all of the following options

To hear special instructions	Press 1
To hear the itinerant schedule	Press 2
To continue	Press 5

Once you press 5

To accept the job	Press 1
To decline the job	Press 2
To hear the job again	Press 3
To hear the next job	Press 4
To return to the Main Menu	Press 9

If you press 1, SubFinder will repeat the job information, followed by the **JOB NUMBER**.

If you press 2, you are **REJECTING** this job. SubFinder will not offer you this job or call you on this job again. After you press 2 SubFinder will describe the next available job, if any exist, followed by the same options described above.

If you press 4, SubFinder will describe the next available job, if any exist, followed by the same options described above.

MAIN MENU OPTION #3 TO CANCEL AN ASSIGNMENT

From the Main Menu **Press 3**

Enter the **JOB NUMBER** followed by pound (#). SubFinder will play the job information.

To cancel this assignment	Press 1
To return to the Main Menu	Press 9

If you press 1 SubFinder *may* ask for a reason for the cancellation. After listening to the reasons provided, select the appropriate reason followed by pound (#). SubFinder will repeat the reason.

If correct	Press 1
If incorrect	Press 2

SubFinder will ask for confirmation of the cancellation.

To confirm the cancellation	Press 1
Otherwise	Press 2

MAIN MENU OPTION #4 TO REVIEW PERSONAL INFORMATION

From the Main Menu **Press 4**

SubFinder will play the Personal Information Menu

To review your phone number	Press 1
To review your name recording	Press 2
To review the days of the week you can work	Press 3
For the date range menu	Press 4
To hear your employee ID	Press 5
To return to the Main Menu	Press 9

(1) To Review Your Phone Number

SubFinder will play your phone number.

If your phone number is correct	Press 1
To change your phone number	Press 2

If you press 2, enter the area code and phone number followed by pound (#). SubFinder will repeat the number.

If your phone number is correct	Press 1
To change your phone number	Press 2

(2) To Review Your Name Recording

SubFinder will play your name as it is recorded.

If your name is recorded correctly **Press 1**
To re-record your name **Press 2**

If you press **2**, record your name after the tone. When you are finished, press pound (#). SubFinder will repeat your name.

If Correct **Press 1**
If Incorrect **Press 2**

(3) To Review the Days of the Week You Can Work

To review your availability for

Sunday **Press 1**
Monday **Press 2**
Tuesday **Press 3**
Wednesday **Press 4**
Thursday **Press 5**
Friday **Press 6**
Saturday **Press 7**
To return to the Main Menu **Press 9**

After choosing a day, that day's availability will be played.

If you would like to change your availability **Press 1**
To use this schedule for another day of the week **Press 2**
To return to the previous menu **Press 9**

If you press **1**, SubFinder will ask "Are you normally available to work on (day of the week)?"

If yes **Press 1**
If no **Press 2**
For mornings only (6 am until 12 pm) **Press 3**
For afternoons only (12 pm until 6 pm) **Press 4**
To enter specific hours **Press 5**

If you press **1, 2, 3, or 4**, SubFinder will repeat the schedule that applies to your choice.

If you would like to change your availability **Press 1**
To use this schedule for another day of the week **Press 2**
To return to the previous menu **Press 9**

If you press **5** for Special Hours:

Step 1: Enter the earliest time (HHMM) that you will be available followed by pound (#). If you will be available from the start of the day, press star (*). If you enter a specific time:

For A.M. **Press 1**
For P.M. **Press 2**

Step 2: Enter the latest time (HHMM) that you will be available followed by pound (#). If you will be available until the end of the day press star (*). If you enter a specific time:

For A.M. **Press 1**
For P.M. **Press 2**

Step 3: Enter the minimum number of hours that you are willing to work during this period followed by pound (#). If you have no preference, press star (*).

Step 4: Enter the maximum number of hours that you are willing to work during this period followed by pound (#). If you have no preference, press star (*).

SubFinder will repeat the schedule you entered.

If you would like to change your availability **Press 1**
To use this schedule for another day of the week **Press 2**
To return to the previous menu **Press 9**

(4) For the Date Range Menu

To add an UNAVAILABLE date range **Press 1**
To add a DO NOT DISTURB date range **Press 2**
To review a date range **Press 3**
To return to the Main Menu **Press 9**

(1) To Add an Unavailable Date Range

Step 1: Enter the first date that you will be unavailable (MMDD) followed by pound (#). If you will be unavailable beginning today, press star (*).

Step 2: Enter the beginning time (HHMM) that you will be unavailable followed by pound (#). If you will be unavailable from the start of day, press star (*). If you enter a specific time:

For A.M. **Press 1**
For P.M. **Press 2**

Step 3: Enter the last date that you will be unavailable (MMDD) followed by pound (#). If you will be unavailable for only a single day, press star (*).

Step 4: Enter the time (HHMM) that you will be available again, followed by pound (#). If you will be unavailable through the end of the day, press star (*). If you enter a specific time:

For A.M. **Press 1**
For P.M. **Press 2**

SubFinder will repeat your unavailable date range.

If correct **Press 1**
If incorrect **Press 2**
If you press **1**, SubFinder will respond "To continue receiving calls during this period, press **1**, otherwise press **2**." Pressing **2** will add a **Do Not Disturb** to the date range as well.

(2) To Add a Do Not Disturb Date Range

Step 1: Enter the first date (MMDD) that you don't want to be called followed by pound (#). If you don't want to be called starting today, press star (*).

Step 2: Enter the beginning time (HHMM) that you don't want to be called followed by pound (#). If you don't want to be called from the start of the day, press star (*). If you enter a specific time:

For A.M. **Press 1**
For P.M. **Press 2**

Step 3: Enter the last date (MMDD) that you don't want to be called followed by pound (#). If you don't want to be called for only a single day, press star (*).

Step 4: Enter the time (HHMM) that you wish to receive calls again, followed by pound (#). If you don't want to be called until the end of the day, press star (*). If you enter a specific time:

For A.M. **Press 1**
For P.M. **Press 2**

SubFinder will repeat the Do Not Disturb date range.

If correct **Press 1**
If incorrect **Press 2**

(3) To Review a Date Range

SubFinder will play your most current date range, if any exist.

To hear the date range again **Press 2**
To hear the next date range **Press 3**
To remove the date range **Press 4**
To return to the Main Menu **Press 9**

If you press **4**, SubFinder will ask for confirmation.

If you are sure you want to remove this date range **Press 1**
Otherwise **Press 2**

(5) To Hear Your Employee ID

SubFinder will play your SubFinder-assigned ID number. This number is used only when/if someone needs to request you for, or assign you to, a particular absence.

You DO NOT use this number to identify yourself when you call SubFinder.