CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
CLASSIFIED JOB DESCRIPTION

Job Title: Substitute Program Representative (210 day) **Department:** Human Resources

Grade H
H.P.D. 8
D.P.Y. 210

Job Description
Date Reviewed: November 2026 **Reports To:** Director of Classified Employment

Purpose of Job

The purpose of this job is to work in partnership with the Substitute Program to successfully fill absence needs of full time employees. This position will also act as a point of contact for CMCSS school offices and Administrative Assistant Teams. The goal of this position is to not only support the Substitute Program and fill absences but to also ensure that the appropriate support mechanisms are in place for school teams tasked with managing absences and directing Substitutes at the school level. This position will act as the main point of contact for managing the data integrity and effective operation of the absence management program.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Conduct day-of filling of Substitute needs that have not been filled by the Substitute Management System to include making calls to Substitutes, engaging team members when additional support is needed and communicating with school contacts regarding last minute absences.

Serve as the point of contact for employees calling in late absences to the Substitute Management System.

Support school level teams in the entry, operation and management of absences at the respective school site.

Receive and respond to feedback from Administrative Assistants, Bookkeepers and other personnel in charge of Substitute and Absence management at the schools.

Serve as a general resource for Substitutes to offer guidance before, during and after assignments as applicable.
Assist with new substitute orientation and training as directed by the Director of Classified Employment.

Update Substitute Management System with new teacher and employee data as it is communicated from the applicable Employment Representative during the onboarding process.
Support employees who need to make changes to Munis data (Address, Phone, etc.)

Assists with processing of recommendations for preferred or excluded substitute status from schools.

Manage assigning long-term substitutes filling certified positions and SPED educational assistants.

Complete annual/periodic maintenance in the absence management system to include substitute information, employee information, calendars, and events.

Manages and monitors retirees' annual completion of TCRS related forms.

Assists the Payroll department with information and verification of Substitute's Kronos hours and timesheets.

Serves as a backup to create and distribute the monthly Substitute newsletter.

Remain familiar with CMCSS policies as well as all Federal and State employment regulations including but not limited to compliance with Title VII, FMLA, FLSA, USSERA, ADA, and ADEA.

Additional Job Functions

Ability to communicate both orally and in written form. Ability to use high-level interpersonal skills in order to maintain effective relationships. Possess skills related to problem solving, planning, organizing, and scheduling. Ability to handle highly sensitive personnel matters in a timely and professional manner. Knowledge of state and federal employment law and employment benefits. Must be able to support early morning hours on a regular basis to assist with high volume absence days or emergency situations.

Minimum Training and Experience Required to Perform Essential Job Functions

High School diploma (or equivalent) is required. Experience as an Administrative Assistant, or related position tasked with Substitute and absence management, at the school level is highly preferred. Additional experience in staffing, substitute, teaching or human resource experience is also preferred.

KNOWLEDGE OF JOB

Has general knowledge of the policies, procedures, and activities of the School System and transportation practices as they pertain to the performance of duties relating to the job of Substitute Program Representative. Has general knowledge of CMCSS practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear, and effective manner. Have good organizational, human relations and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 40 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

_____ _____

Employee's Signature **Supervisor's Signature**

_____ _____

Employee's Munis Number **Date**

_____

Date