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## SUBSTITUTE TEACHERS CAREER INFORMATION

### Substitute Teacher Requirements and Qualifications

#### Minimum Qualifications:

- Bachelor's Degree from an accredited college or university
- 2.5 G.P.A.

#### Desired Skills And Abilities:

- Sincere desire to work with children
- Ability to interact effectively with diverse children
- Ability to provide instruction to children
- Experience using creative teaching techniques
- Ability to work effectively as a team member

#### Substitute Teacher Pay

The Substitute Teacher daily rate is \$94.16

#### Downloadable PDF Forms

#### Administration

 Substitute Teacher Information Change Form

 Substitute Teacher Performance Evaluation Form

 Telephone Quick Reference

 Web Quick Reference

 SFE Admin. Guide

Nutrition Services Manager Guide for SFE

#### Employees

SFE Quick Reference

SFE Guide for Teachers

#### Substitutes

SFE Quick Reference

SmartFindExpress Guide

#### Orientation:

All substitute teachers will be required to attend new hire orientation.

For more information regarding orientation, please contact Jeanine Hicks at [hicksj@mcsk12.net](mailto:hicksj@mcsk12.net)

#### Contact Us:

The Sub Help Desk is available Monday - Friday from 7:30 am to 11:00 am. You can reach the help desk by calling (901) 416-5304.

Contact Jeanine Hicks  
[hicksj@mcsk12.net](mailto:hicksj@mcsk12.net)

Contact Ramone Lloyd  
[lloydramoned@mcsk12.net](mailto:lloydramoned@mcsk12.net)

Contact Priscilla Crutcher 416-5469  
[CrutcherPriscillaD@mcsk12.net](mailto:CrutcherPriscillaD@mcsk12.net)

Classified Substitutes

Custodial Help Desk - 416-4100

Cafeteria Help Desk - 416-0065

Sub System Phone Line 452-2000

[Smart Find Express Login](#)

## Smart Find Express FAQs

1. What is Smart Find Express? Smart Find Express is the telephone and Web based system used for entering employee absences and obtaining a substitute if needed.
2. Why did Memphis City Schools implement Smart Find Express? The automated substitute system Memphis City Schools had previous to Smart Find Express was SEMS/Webcenter. SEMS/Webcenter was maintained by system operators through database management systems that could only be accessed on site at the Board of Education. Smart Find Express allows system operators access to the system via the Internet from any computer with any Internet connection. The implementation also provided enhanced capabilities for school administrators, employees and substitutes.
3. How do teachers use the new system? Employees must first register with the system via the telephone by calling 452-2000. The system will ask for an Access ID and PIN for anyone accessing the system. Employees who are registering should enter their social security number as their Access ID and they should enter their social security number again for their PIN. When the social security number is entered as the PIN the system will begin the registration process. The employee will voice his/her name on the system, verify his/her work location and then set up their own six digit PIN. Once the system states that his/her PIN has been successfully changed he/she has successfully registered with the system. The employee now has the option of utilizing the system either via telephone or Internet. For subsequent use of the system the employee will still enter his/her social security number as Access ID and the six digit number he/she established when registering as their PIN.
4. When I call the system to register it says that my numbers are "invalid," what does this mean? In most cases this means that the school has not had an opportunity to enter the employee in the system. It is the school's responsibility to ensure that all substitute eligible employees are entered in the system correctly. If an employee receives this message he/she should speak with the school administrator or his/her designee to inquire if his/her information has been entered in the system. If the employee has been entered in the system the employee should review the information entered and the school administrator or his/her designee to ensure that the information entered is correct. The employee must enter what is in the Access ID and PIN fields to register.
5. How do substitutes use the new system? Substitutes must first register with the system via the telephone by calling 452-2000. The system will ask for an Access ID and PIN for anyone accessing the system. Substitutes who are registering should enter their seven-digit phone number (without area code) as their Access ID and they should enter their seven-digit phone number (without area code) again as their PIN. When the seven-digit phone number (without area code) is entered as the PIN the system will begin the registration process. The substitute will voice his/her name on the system, verify his/her call back number (this is the number the system will use to call the substitute) and then set up their own six digit PIN. Once the system states that his/her PIN has been successfully changed he/she has successfully registered with the system. The substitute now has the option of utilizing the system either via telephone or Internet. For subsequent use of the system the substitute will still enter his/her seven-digit phone number (without area code) as Access ID and the six-digit number he/she established when registering as their PIN.
6. How do I log in to Smart Find Express via the Internet? Employees and substitutes should click the Smart Find Express login link located in the HR Department Links drop down menu. He/She should enter his/her Access ID and PIN in the appropriate fields and press submit.
7. What should employees do if they have forgotten their PIN? Each school has at least one person who has administrator access to Smart Find Express. The person at the employee's location who has this access can review employee profiles in the system and provide them with their PIN.
8. What are some of the advantages of using Smart Find Express via the Internet? Employees can print out a copy of an individual absence or absences for any period of time during the current school year. Employees can also leave detailed text instructions for substitutes when reporting their job. Smart Find Express has the capability of changing text instructions to voice instructions for substitutes who receive their assignments via telephone.
9. How do employees create absences on Smart Find Express via the Internet? After logging in to the system click the Create Absence link. Complete the requested information on the form such as: Absence reason, absence and substitute times (these times will differ if the day of absence is a full day for teachers and only a half day for students because substitutes only work when students are in attendance) date(s) of absence, etc. Employees also have the capability to specify and prearrange substitutes as well as leave detailed instructions for the substitute. Click the Continue button to progress to the Absence Confirmation screen. The Absence Confirmation screen allows the employee to review all of the information regarding their absence prior to actually reporting the absence. If all the information is correct the Create Absence button should be pressed to receive a job number.
10. How do substitutes find assignments on Smart Find Express via the Internet? After logging in to the system click the Available Jobs link, enter search from and search to dates (we recommend searching for no more than one week at a time and preferably only one to two days because of the volume of absences that must searched) and click search. If there are jobs available a list of jobs will appear. To see more details about the job and accept it click the job number link. To accept click the Accept button to continue without accepting click the Return to List button. Substitutes should not click the Decline button unless they are absolutely sure that they do not want to work that assignment. Once an assignment has been declined the substitute will not have the option of accepting that particular job via Internet or telephone. If the job is accepted the substitute should make note of the job number and it should be taken with him/her to the job assignment.
11. What is the difference between specifying and prearranging a substitute to an absence? When a substitute is specified he/she is contacted by the system first for the assignment. If the system is unable to reach the substitute it will contact other substitutes for the assignment. When a substitute is

prearranged he/she is automatically assigned to the absence and is not contacted by the system. A job should not be entered as prearranged unless the employee has verbally confirmed the assignment with the substitute. To prearrange the job the employee MUST indicate that the substitute has already accepted the assignment, otherwise the job will be considered specified and that particular substitute may not receive the assignment.

12. How do employees review and/or cancel absences after they have been created? After logging in to the system click the Review Absences link, enter search from and to dates OR enter a job number for a particular job and then click the search button. If the employee needs to cancel the absence he/she should click the job number link to open the job information. Once the job information is open the cancel job option should be selected. Employees must cancel their absences twelve hours before the job starts. If the absence is not cancelled within this time frame he/she must contact his/her school administrator or his/her designee to cancel the job.

13. As a substitute, how can I prevent the system from calling me on specific days of the week or specific dates that I know I will be unavailable? If the substitute is always going to be unavailable on a specific day or days of the week he/she should log in to the system via the Internet. After logging in he/she should click the Profile link and then click the Schedule link. To delete days simply click the boxes next to the days that need to be deleted and click to delete button. If the substitute will be unavailable on specific dates he/she should click the Unavail Dates link, click new, indicate the start and end dates, click either all day if he/she is going to be unavailable all day or enter the times that he/she will be unavailable during that particular day. If the substitute would like for the system to call him/her for future assignments the box next to Call for future Assignments should be checked, then click save.

14. How can I make changes to the locations and classifications listed on my profile? To make changes to the locations and classifications, please complete the Substitute Teacher Information Change Form that is available to download and print from the Human Resources Website and submit it to Human Resources or an e-mail with the changes can be sent to Jeanine Hicks at [hicksj@mcsk12.net](mailto:hicksj@mcsk12.net) or Ramone Lloyd at [lloydramoned@mcsk12.net](mailto:lloydramoned@mcsk12.net) or Priscilla Crutcher at [crutcherpriscillad@mcsk12.net](mailto:crutcherpriscillad@mcsk12.net). Requests sent via e-mail must include the employee's social security number.

15. If I encounter problems and need assistance utilizing Smart Find Express who should I contact? The place to start is with the documents you have been given, the information on this Website or your school administrator or his/her designee. If the answer cannot be found among these resources, then the employee or substitute should contact the substitute teacher help desk at 416-5304. The substitute teacher help desk is available Monday – Friday from 8:00 AM – 11:00 AM.