

Q. Am I guaranteed a certain number of hours? Do I have to work a certain number of hours?

A. A substitute employee has no minimum number of hours. There is also no guaranteed number of hours. Pueblo City Schools has 30 schools and there are enough requests for a substitute employees to work most student contact days. Although hours are limited to comply with PPACA regulations, substitute employees are encouraged to work as many days as possible.

Q. How can I check my school preferences to make sure they are set correctly?

A. From your Automated System home screen, click on the preferences tab. Then go to the left menu column, and select "schools". Make sure the radio button is selected next to "Show me assignments at the schools selected below." Then, place a checkmark next to each school at which you would like to work as a sub.

Q. An employee indicated he/she assigned me to a job and I showed up for the job. However, another substitute also showed up for the job. Why did this happen?

A. When checking your assignments, make sure the job is under your job assignments. If there is no job number under your job assignments the job has not been assigned to you. The employee may have erroneously put the job out for callout and the job was picked up by another substitute.

Q. If a substitute was requested for a job and another substitute shows up for the same job, who gets the job?

A. The substitute who accepted the job via the Automated System is assigned the job and works the assignment.

Q. I showed up for a job and was told the job was cancelled. Why wasn't I notified?

A. If the employee cancels their job, the Automated System does attempt to contact you during the next call-out period. However, you may not have been available to take the call and therefore, did not receive notification that the job was canceled. We recommend that on the morning of your assignment, you check by either calling or going online to the Automated System to review your job assignments. If the job is not assigned to you then the job was canceled.

Q. Do I get paid for "showing up"?

A. If a sub accepts an assignment only show up and find the employee there, they are paid 2 hours for the call-out. However, if another assignment is available, the sub will be transferred. Otherwise, the sub will work for those two hours assisting in the building where the callout occurred

Q. When/How often will I get paid?

A. Substitute employees get paid on the last day of the month. If the last day falls on a weekend, pay day would be the last working day of the week.

Q. I believe my paycheck is incorrect, what do I do?

A. Make sure the jobs you worked fall within the correct pay period. If you feel there is an error, call the Substitute Help Desk (719) 549-7139.

Q. I need a list of all the jobs I worked during the school year. How can I access this information?

A. You can access this information via the Automated System. You can run a report for the period you are looking for.