

SCHOOL DISTRICT NO. 8 (Kootenay Lake)

SmartFind Express (SFE) – CUPE Auto Dispatch Reference Guide

How it works:

The system will dispatch the longest job to the most senior employee and continue in seniority order.

All day of and future jobs, up to 5 days in advance, will be dispatched from 6am-9am daily.

Jobs can be accepted via the phone or via your SmartFind Express profile:

ACCEPTING JOBS VIA THE TELEPHONE

Enter ACCESS ID (Employee #) followed by the star (*) key.

Enter Pin # followed by the star (*) key.

- PRESS 1 to Hear the job offer
- PRESS 2 to Set temporary Do Not Call
- If you pressed 1 to Hear the job offer:
 - PRESS 1 to Hear the job description
 - PRESS 2 to Decline the job (without hearing the description)
 - Enter the decline reason from page 1 followed by the star (*) key
- **The system will only accept one decline with reason per the day before it will stop offering you available jobs for the same day.**

Code ↕	Name ↕
<u>1</u>	Illness
<u>10</u>	ESA Paid Sick Leave
<u>2</u>	Vacation
<u>3</u>	Already Working
<u>4</u>	Medical/Dental
<u>5</u>	Home Childcare
<u>6</u>	Bereavement
<u>7</u>	Classification doesn't match
<u>8</u>	Scheduling Challenge
<u>9</u>	Transportation

- If you pressed 1 to Hear the job description:
 - PRESS 1 to Accept this job

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- Record the Job Number. You are successfully assigned to the job.
- **PRESS 2 to Repeat the job description**
- **PRESS 3 to Decline the job**
 - Enter the decline reason from page 1 followed by the star (*) key
 - PRESS 1 to Accept
- **If you pressed 2 to Set temporary Do Not Call, hear a time offered:**
 - PRESS 1 to Accept the time offered
 - PRESS 2 to Enter an earlier time in HH:MM format.
- **Once the system dispatches a job via the phone it will immediately become available to view on your SmartFind Express profile in the available jobs section.**
- **You do not have to pick up the call and input your access ID and Pin # to view the job on your SFE profile.**

CALLING THE SYSTEM

System Phone Number: 1-844-802-5286

Enter ACCESS ID (Employee #) followed by the star (*) key.

Enter Pin # followed by the star (*) key.

MENU OPTIONS

- **1 - Review or Cancel Assignments**
 - Hear assignments in chronological order
 - PRESS 1 to Hear assigned job information again
 - PRESS 2 to Cancel this assigned job
 - If you pressed 2 to Cancel assignment
 - PRESS 1 to Confirm cancellation (Enter cancellation reason followed by the * key)
- **2 - Hear Available Jobs**
 - Hear assignment information
 - PRESS 1 to Repeat assignment
 - PRESS 2 to Accept assignment
 - PRESS 3 to Decline assignment
 - If you pressed 3 to Decline assignment
 - Enter decline reason from page 1 followed by the star (*) key
- **3 - Change your Callback Number**
- **4 - Review or Modify Temporary Do Not Call Time**

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- 5 - Review or Modify Unavailability Dates
- 6 - Review or Modify Daily Availability
- 7 - Change PIN or Re-record Name
- 9 - Exit and hang-up

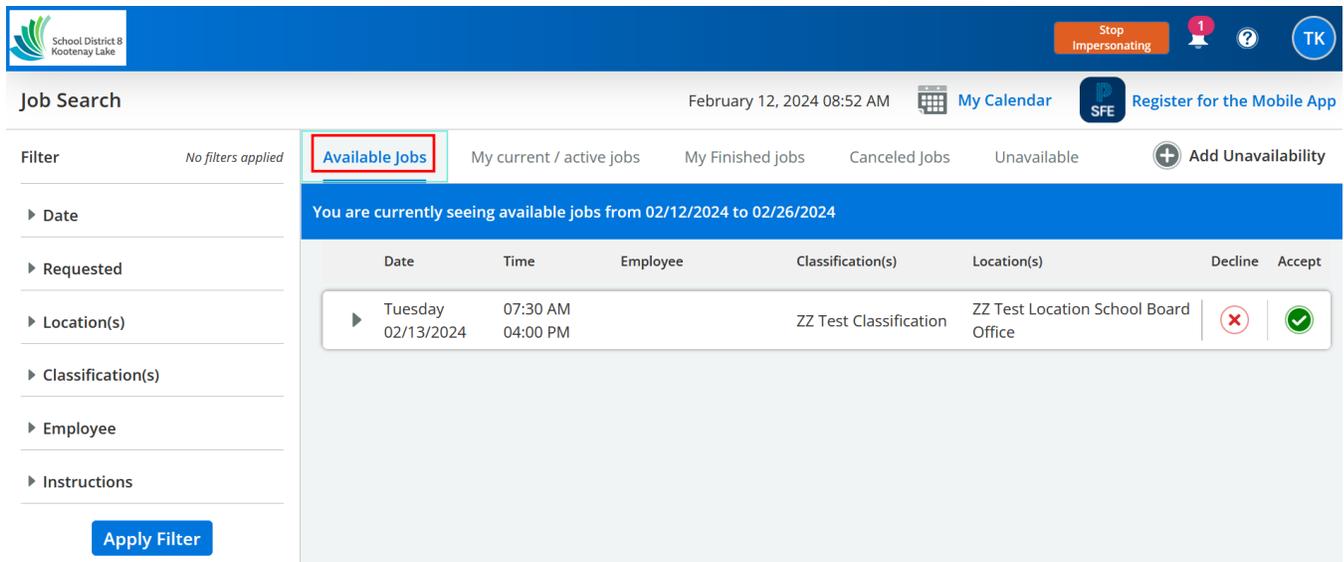
ACCEPTING AVAILABLE JOBS VIA THE WEB

To view and accept jobs:

- You must be available to work all days and times of the job
- You have specified that you will work at the specified location

Follow these steps:

- From the Available Jobs tab, view a summary of jobs matching your qualifications and preferences.



Job Search February 12, 2024 08:52 AM My Calendar Register for the Mobile App

Filter *No filters applied* Available Jobs My current / active jobs My Finished jobs Canceled Jobs Unavailable + Add Unavailability

You are currently seeing available jobs from 02/12/2024 to 02/26/2024

Date	Time	Employee	Classification(s)	Location(s)	Decline	Accept
▶ Tuesday 02/13/2024	07:30 AM 04:00 PM		ZZ Test Classification	ZZ Test Location School Board Office	✘	✔

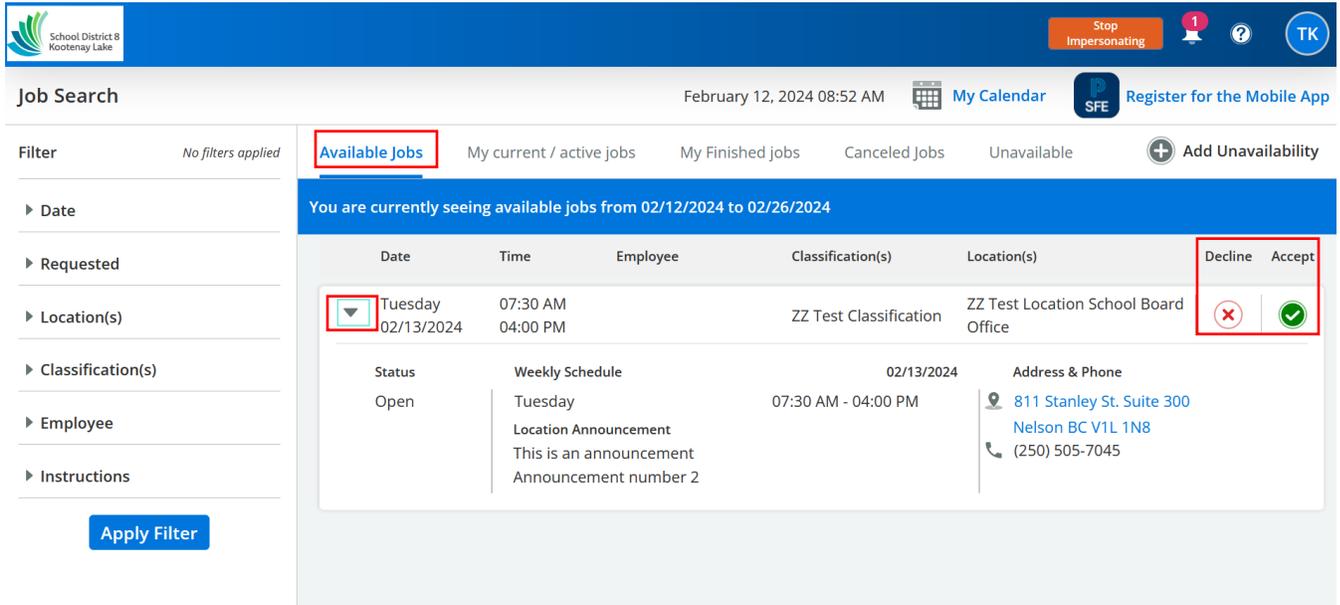
Apply Filter

- To view the job schedule and details, expand the row by selecting the arrow tab located to the left of the start date.
- To take a job assignment, click Accept.
- Click Decline and select a Reason for Declining, then click Confirm.
- **The system will only accept one decline with reason per the day before it will stop offering you available jobs for the same day.**
- **Priority is given to jobs being accepted via the web to support job shopping.**

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- **Tip:** Occasionally refresh your search results. The list of available jobs can change as other substitutes accept assignments and new jobs become available.



Job Search February 12, 2024 08:52 AM [My Calendar](#) [Register for the Mobile App](#)

Filter *No filters applied* **Available Jobs** My current / active jobs My Finished jobs Canceled Jobs Unavailable [Add Unavailability](#)

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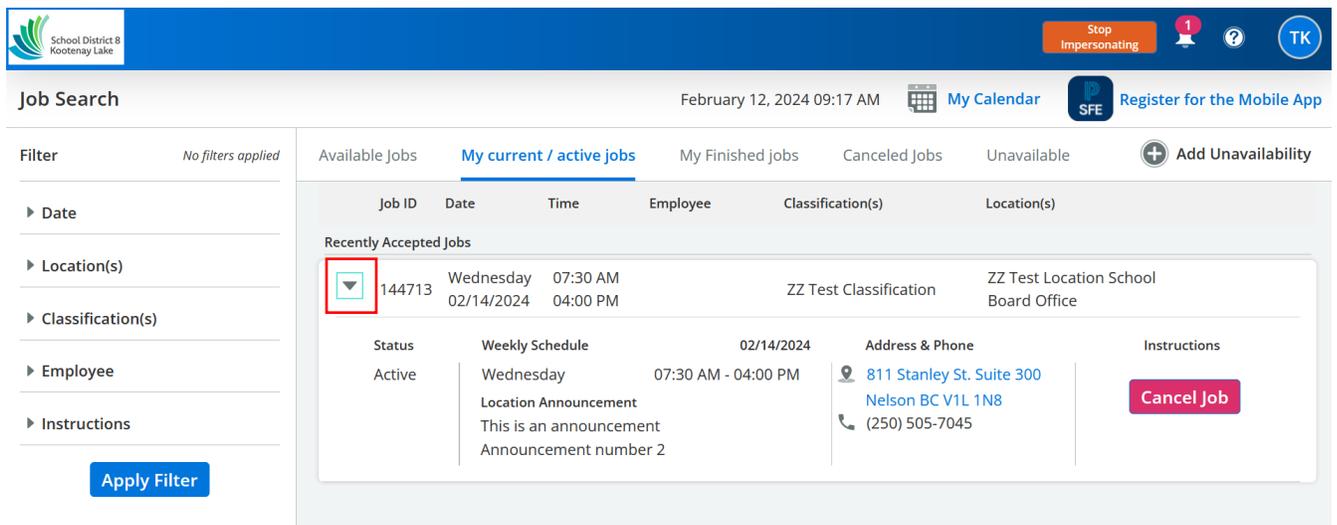
Date	Time	Employee	Classification(s)	Location(s)	Decline	Accept
▼ Tuesday 02/13/2024	07:30 AM 04:00 PM		ZZ Test Classification	ZZ Test Location School Board Office	✗	✓

Status Open **Weekly Schedule** Tuesday 07:30 AM - 04:00 PM **02/13/2024** **Address & Phone** 811 Stanley St. Suite 300 Nelson BC V1L 1N8 (250) 505-7045

Location Announcement
This is an announcement
Announcement number 2

[Apply Filter](#)

- You have the option to cancel an assignment outside of 24 hours of the start time.
- Navigate to the My current/active jobs section and select the arrow located to the left of the start date to expand the job details.
- Select the cancel button



Job Search February 12, 2024 09:17 AM [My Calendar](#) [Register for the Mobile App](#)

Filter *No filters applied* Available Jobs **My current / active jobs** My Finished jobs Canceled Jobs Unavailable [Add Unavailability](#)

Recently Accepted Jobs

Job ID	Date	Time	Employee	Classification(s)	Location(s)
▼ 144713	Wednesday 02/14/2024	07:30 AM 04:00 PM		ZZ Test Classification	ZZ Test Location School Board Office

Status Active **Weekly Schedule** Wednesday 07:30 AM - 04:00 PM **02/14/2024** **Address & Phone** 811 Stanley St. Suite 300 Nelson BC V1L 1N8 (250) 505-7045

Location Announcement
This is an announcement
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[Cancel Job](#)

[Apply Filter](#)