



HUMBLE INDEPENDENT SCHOOL DISTRICT

Job Description

Human Resources Coordinator (Substitute Staffing)

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Reports to:	Director of Human Resources
School/Department:	Human Resources
Pay Grade:	Administrative Management/AM4
Work Days:	226
Wage/hour status:	Exempt
Created/revised:	April 2026

Primary Purpose:

The HR Coordinator (Substitute Staffing) is responsible for overseeing the daily operations of the end-to-end process of filling regular staff absences including recruiting, onboarding, and scheduling substitutes utilizing the district's automated system to ensure classrooms and other areas are staffed with qualified substitutes, maintain compliance, and act as the primary contact for substitute staff. This role involves coordinating with teachers, substitutes, and administrative staff to maintain a smooth and effective student learning environment when regular teachers and/or supporting campus/classroom staff are unavailable.

Qualifications:

Education/Certification:

- Bachelor's degree in Human Resources, Business, or closely related field from an accredited college or university recognized by the US Department of Education
 - Degree may be substituted for an equivalent combination of applicable education, training, and experience as approved by HR.

Special Knowledge/Skills:

- Knowledge of employment law and Federal, State, and local human resources regulations such as Title VI, Title VII, Title IX, Texas Educational Codes, ADA and other related employment laws and pay policies as well as Family Educational Rights and Privacy Act (FERPA) and related
- Knowledge of and interaction with employee grievances and appeals process involvement with Texas Commission on Human Rights (TCHR), Texas Workforce Commission (TWC), Equal Employment Opportunity Commission (EEOC), Office of Civil Rights (OCR) as well as State and Federal courts
- Knowledge of human resources related training subjects such as protections against workplace discrimination and harassment, pre-employment (posting, interviewing, hiring, etc) and post-employment (performance reviews, promotions, terminations, etc) areas
- Knowledge of employee/workplace alcohol and drug testing protocols, procedures and process
- Knowledge of personnel/payroll operations, processes, internal control procedures, and various employment status situations associated with employees such as established rates of pay, Leave of Absence, separation/close out pay
- Knowledge of Human Resources Information Systems/Payroll (MUNIS), timekeeping (UKG), absence/substitute management software (AESOP)
- Skill in managing staff, team building, and carrying out projects on a large scale
- Skill in interpreting Federal and State equal opportunity and nondiscrimination laws, regulations, and requirements pertaining to conducting investigations
- Skill in overseeing, organizing, and coordinating large campus-wide staffing and the processing high volume employment transactions
- Skill in conflict management such as resolving conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact
- Skill in interviewing, selection, and counseling techniques and employee separations



- Skill in gathering/organizing/analyzing/interpreting data, utilizing various statistical techniques, applying concepts to assist in formulating conclusions and developing recommendations and solutions for staffing issues
- Skill in conducting formal investigations, investigation interviewing and fact finding techniques, preparing written documentation in response to inquiries and complaints in a timely manner
- Highly developed interpersonal skills along with essential and innate investigative instincts to dive deeply into matters associated with incidents
- Strong skill in writing clearly and concisely as to describing facts, events, findings, summaries, and other case related matters with precision
- Skill in analyzing, generating, and troubleshooting transaction process items and applying appropriate resolution and recommendations to problem situations
- Skill in above basic mathematical calculations beyond basic arithmetic, data entry, and detailed numerical/clerical work
- Skill in operating MS Office (Word, Excel, Powerpoint), similar Google platforms, and related HR technology applications and platforms
- Ability to oversee staff, implement efficient processes, and maintain morale
- Ability to provide consistent, fair and policy-based direction to others and make independent judgments
- Ability to organize and manage multiple complex tasks simultaneously and independently to meet deadlines
- Ability to maintain confidentiality of privileged and sensitive information
- Ability to comprehend complex systems and technical information and explain effectively to a wide variety of stakeholders.
- Ability to perform duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with minimum supervision
- Ability to communicate effectively verbally and written utilizing tact and diplomacy and maintain effective working relationships with district personnel and administration.

Experience:

- Minimum three years overseeing human resource programs on a District-wide level desired preferably in the following areas:
 - Pre-Employment, Staff Recruitment, Onboarding/Offboarding Management, Employee Relations, Employee Counseling
- Experience in an administrative supervisory/lead role preferred
- Work experience using a Human Information Management System (HRIS), Employee Absence/Substitute Staffing Management System, and/or Payroll Information Management System
- Bilingual in Spanish helpful

Major Responsibilities and Duties:

Substitute Staffing Administration Responsibilities

1. Supervise day-to-day operations associated with primarily campus-based employee absences in real time and proactively fill daily and long-term vacancy assignments; escalate coverage solutions for hard-to-fill roles and multi-day or emergency needs.
2. Prioritize and pivot quickly in a fast-moving, early-morning environment applying sound judgment in time-sensitive situations
3. Coordinate and communicate assignments with substitutes and schools; ensure timely start-of-day coverage and resolve day-of issues
4. Manage and build multiple, time sensitive and diverse pipelines (local educator programs, retirees, community outreach, student teachers) concurrently;



5. Assist with the pre-employment application process to include the processing of job announcements, accepting employment applications, manage applicant screening, consistently interviewing applicants, performing background and reference checks, and certification/licensure verification amongst the team.
6. Orchestrate onboarding: orientation, policies (including safety, student supervision, and mandated training), create new hire sessions, platform training, and building procedures.
7. Maintain accurate substitute records (credentials, background checks, I-9, training completion), communicate with new/rehire employees throughout entire hiring process including sending and receiving all required employment documents.
8. Prepare and audit payroll inputs (hours/assignments) and regular and long-term rate adjustments; reconcile discrepancies with HR/Payroll/Finance.
9. Produce periodic reports (fill rate, absence trends, cost analyses) for HR and district leadership as requested.
10. Create quick-start guides and deliver recurring training for substitutes and school secretaries on the absence/sub system and building workflows.
11. Provide high level customer service to principals and office teams; act as the central point of contact for substitute program questions and problem resolution.
12. Facilitate meetings and communicate training/information with regard to processes in order to educate, foster, and maintain relationships with internal and external users.
13. Conduct thorough and impartial investigations associated with employee relation matters of reported substitute employee/student alleged incidents and/or other workplace incidents, meet with substitute, collect/analyze written statements and evidence and make credibility determinations.
14. Collaborate with administrators and managers in determining appropriate responses to atypical employee behaviors, morale issues, job performance and other employee issues and recommending applicable corrective action as needed as well as assist with drafting written documentation.
15. Complete investigations within timeline expectations according to Federal/State law and local policy, prepare necessary documentation, and debrief meetings in partnership with HR, operations, legal, and other key personnel.
16. Continually review internal processes and implement continuous process improvements where applicable along with coordinating workflow changes affecting HR areas and multitude of users/clients.
17. Ensure staff are fully trained on internal processes.
18. Assist in other HR areas as requested/needed.

Policy, Reports, and Law

1. Compile, analyze and interpret data and figures utilizing spreadsheet and/or other technology applications.
2. Maintain databases for new hires, assignment transfers, separations/resignations/terminations.
3. Prepare correspondence, forms, records, and reports as requested.
4. Compile pertinent data as needed when preparing various federal, state, and local reports.
5. Assist with pulling existing records, reconciling and inactivating employees, inserting newly received documents, and filing/scanning supporting documentation.

School/Organizational Climate

1. Maintain professional behavior, promote a positive image, appearance, and work ethic to represent the District in a positive manner at all times and work in a team environment that supports the vision and mission of the District.
2. Maintain a positive and effective relationship, good judgment, and decision making with coworkers, supervisors, other district personnel, outside agencies and organizations.
3. Promote an open collegial environment among staff and develop positive staff morale.
4. Promote teamwork by sharing knowledge, providing cross-training for employees, cooperating with others, participating in meetings/work groups, and supporting district/department goals and objectives.
5. Demonstrate skill in anticipating, managing and resolving conflict.



Communication

1. Maintain a positive and effective relationship with coworkers, supervisor District officials and employees, vendors, and outside agencies and organizations.
2. Effectively communicate with Payroll, Benefits, Risk Management, Human Resources, Budget, Support Services Managers, and Campus Administrators.
3. Work collaboratively and in partnership with HR Employee Relations and other HR areas, General Counsel, and Law Enforcement.
4. Provide outstanding customer service.
5. Maintain good judgment and decision making when dealing with supervisor, co-workers, District officials and employees, and outside agencies and organizations.

Supervisory Responsibilities

1. Supervises and evaluates performance of support staff assigned within area of responsibility.

Other

1. Maintains confidentiality of privileged and sensitive information when received and distributed to appropriate designees as approved by the Associate Superintendent of Human Resources.
2. Demonstrates effective interpersonal skills through communications with employees, staff and others.
3. Attend professional growth activities to enhance knowledge, skills, abilities, and maintain awareness of current research and issues in human resources, education, including technology integration and remain current on new and emerging technologies.
4. Attend training on various software/hardware that is being supported by Humble ISD and maintain a working knowledge of the same.
5. Promotes a positive image that supports the mission of the district; works with all human resources personnel to continually improve the professionalism of the total department
6. Responds to after-hours emergencies as needed.
7. Performs other duties as may be assigned.

Working Conditions:

Work is performed in a climate-controlled office environment not readily accessible to the general public. This position requires a strong work ethic and characteristics supportive of collaborative work efforts in a collegial and fast-paced atmosphere.

Mental Demands/Physical Demands/Environmental Factors

- Maintain emotional control under stress
- Early-morning start times during the school year to ensure day-of coverage, prolonged and irregular work hours-flexibility with schedule preferred
- Workload is deadline driven with office atmosphere at times noisy and hectic
- Prolonged use of equipment and computers with repetitive hand motions
- Requires performing tasks sitting, walking, standing, bending, stooping, lifting, pulling, pushing
- Frequent contact with staff and/or other district/campus employees
- Work with frequent interruptions during peak hiring periods
- Work location assigned requires physical presence in office
- Daily attendance and punctuality at work are essential functions of the job

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____

Date _____

Reviewed by _____

Date _____