

## SFE FREQUENTLY ASKED QUESTIONS

### **What if SFE calls me for an assignment that has already started?**

You will receive calls for assignments that have already started or will be starting within minutes. We asked that you accept the assignment if you can get there within 30 minutes of getting the call (if you are called after it starts) OR within 30 minutes of the start time (if you are called before the assignment starts). If you will be late, please call the school to let them know you are on your way as a courtesy. If you cannot get to the assignment within these time frames, you should decline the assignment due to insufficient time.

### **What if SFE calls me for an assignment that I am not qualified for?**

You may receive calls for assignments that are outside of your qualifications. If you are called for an assignment like this, please accept the assignment if you are available. You are receiving the call because everyone who meets the criteria for that assignment has been called and is not available, and we simply need to fill the assignment with someone who can supervise the classroom. It becomes a safety issue as the school is then forced to move students to other classrooms for supervision.

### **What do I do when I get to the school for my assignment?**

When you arrive at a school for your assignment, you must go directly to the main office. You are required to sign-in at the office when you arrive and sign-put before you leave at the end of the day.

### **I am trying to use the job shopping feature, but it is only showing me same day assignments. How do I see future jobs?**

*If there are future available jobs in SFE, they can be viewed daily between the hours of 6:30pm to midnight.*

### **I missed 'X' number of calls from SFE. Will this have a negative effect on my profile?**

Having some missed calls on your profile is not a concern as long as you are meeting your minimum day requirement for the school year. The system is programmed to call up to multiple times in one day before you are removed from the rotation for that day only. You are placed back in rotation the following day. If you are not available to work on a specific day please book yourself unavailable.

### **How many missed calls/declines am I allowed to have on my profile?**

There is no set number of missed calls/declines that you permitted to have on your profile. Elementary Supply Teachers are required to work a minimum of 30 assignments per school year, Secondary Supply Teachers are required to work a minimum of 5 full days. Supply EA's are required to work a minimum of 90 full days (or 180 half days) in a school year to remain active on the list for the following school year. Supply ECE's are required to work a minimum of 40 full

days (or 80 half days) in a school year to remain active on the list for the following school year. Supply Clerical Staff are required to work a minimum of 20 full days.

### **Who do I contact if I have questions about SmartFind Express?**

Any inquiries regarding SmartFind Express should be directed to SFE Support, please send an email to [sfe.support@ddsb.ca](mailto:sfe.support@ddsb.ca) for assistance.

### **My assignment hasn't been verified and I haven't been paid, what do I do?**

Please contact the school directly if your assignment has not been verified in SFE within 3 days of completing the assignment. If you are missing an assignment in SFE or have not been paid for an assignment please contact the school directly.

### **Payroll Schedules**

You can find your payroll schedules in the DDSB Staff Portal in SPARK:  
<https://spark.ddsb.ca/en/my-employment/payroll.aspx#Pay-Schedules>