



**Coast Mountains Board of Education  
School District 82**

3211 Kenney Street, Terrace, B.C. V8G 3E9  
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**MEMORANDUM**

**To:** CMSD82 CUPE Casual Staff and Teachers Teaching On Call (TTOCs)

**Date:** November 7, 2012

**Subject: SmartFindExpress Automated Dispatch System Update:**

- *Future Job Call-out Procedures Implementation*
- *Updated TTOC/Casual CUPE Quick Reference Guide*

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Dear CMSD82 CUPE Casual Staff and TTOCs:

For your immediate information, please note the school district will be implementing “**future job call-out procedures**” within the SmartFindExpress (SFE) automated dispatch system **effective Sunday, November 18, 2012**.

CUPE Casual Staff and TTOCs will receive calls commencing November 18, 2012, from the automated dispatch system offering job assignments for future dates as detailed below:

- **Future call-outs** will be dispatched between 8:00 p.m. and 9:00 p.m., Sunday to Thursday inclusive. Future call-outs will only occur during this time period.
- **Current day call-outs** will remain unchanged; commencing at 6:30 a.m. on each work day.

Please note the future job call-out procedure does not apply to Custodians due to the wide area coverage of their duties.

For your information and easy access, please find attached an *updated* TTOC/Casual CUPE Quick Reference Guide. This information is also available on the school district’s web site.

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Additionally, please find below some helpful reminders for your information:

- Once you have accepted a job assignment, this information can be found by either logging onto SFE and selecting “assignments” or by logging onto your CMSD Outlook Mail account for confirmation emails.
- You have the ability in the automated dispatch system to change your contact number at any time by selecting Profile, Callback Number. Please ensure you enter your 11-digit telephone number that includes a “1” in front of the area code. Your callback number can be changed any time and as frequently as you like.
- If you wish to stop receiving calls for a short-term duration of time, simply mark yourself unavailable for that time (reference the “temporary do not call” instructions in the attached updated guide).
- You also have the ability to make yourself unavailable for a long-term period of time. These instructions can be found in the updated guide as attached.
- Should you decline a job assignment, this will not exclude you from other job assignments for the same time period.
- If an emergency situation arises, please contact your administrator/supervisor directly.
- The automated dispatch system will call from the publicly listed number of 1-416-645-7209. Questions about caller ID should be directed to your telephone service provider.
- The star key (\*) on your telephone must be selected after entering your Access ID and Password.

Should you require further assistance, please contact Blanche Olson-Wight at the Automated Dispatch Help Desk at Local 4439 or 1-855-635-4931, Local 4439.

Your continued patience is appreciated as we transition through the implementation stages of the new automated dispatch system.

Sincerely yours,

Alanna Cameron  
Secretary Treasurer

AC/cg

Attachment:

- Updated TTOC/Casual CUPE Quick Reference Guide