



PDSI's Staffing Software Goes Online

911 Magazine

TeleStaff, the staffing management and scheduling software system from PDSI that enables employers and managers to maintain busy and confusing work schedules in an easy process has been well received by the emergency services market. The hot spots using the TeleStaff system are the fire departments in the California cities of Santa Ana, Orange, Long Beach and Costa Mesa, with the cities of San Jose, Fremont, and the county of El Dorado having also recently signed up to use TeleStaff. The fire department responsible for Walt Disney World, Reedy Creek Fire Department in Florida, is another recent signee.

"TeleStaff will allow for better accountability and is more versatile for exporting reports," according to Costa Mesa Fire Department Chief Keith Fujimoto. "The system is easily adaptable to other programs and we look forward to working with TeleStaff for a long time to come."

Access to TeleStaff is accomplished via a touch-tone telephone or by PC. Once in the system, the employee can easily find out what his or her schedule is and request scheduling changes by pushing the correct numbers on the telephone or by navigating through logical screens on the PC. Employees can even request absences through TeleStaff, and the system can appropriately fill vacancies caused by these absences. The system also has the ability to handle requests for overtime. TeleStaff can be set up where overtime is distributed dependent upon whose turn it is to receive, not necessarily on a first come, first served basis. This assures that employees receive overtime on a fair basis, leaving politics out of the process. When staffing changes create holes in the daily roster, the system automatically makes telephone calls to employees needed to fill any empty positions. Once staffing is successfully completed, daily rosters are printed, faxed and/or downloaded to management.

For information on TeleStaff, please contact (800) 850-7374.