

**CITY OF GREEN BAY DEPARTMENT OF PUBLIC WORKS
STANDARD OPERATING GUIDELINES**

Title: Call-In for Custodians	Guideline Number: DPW SOG 10
Effective Date: November 10, 2014	Revision Date:

10.1 **SCOPE:** This guideline applies to call-in of employees for unscheduled and emergency tasks, and pre-scheduling of City of Green Bay-DPW Operations Division Custodian employees performing tasks outside of their regularly-scheduled work shift.

10.2 **DEFINITIONS:** For purposes of this guideline, the following definitions apply:

- A. Call-in: The process of securing the proper classification and number of employees to perform a DPW task outside of regular working hours. Call-in activities can be pre-scheduled or emergency in nature.
- B. Scheduled overtime: The term “scheduled overtime” is the same as the term “call-in” when this process is applied to pre-scheduled tasks that occur outside of normal working hours

10.3 **PROCEDURES – GENERAL CONSIDERATIONS:**

- A. The Buildings and Grounds Section Superintendent will maintain and update a list of employees who are available for Custodian fill-in work. That list will be consolidated onto one master list for use by management, to minimize the time it takes to secure employees in the event of a call-in situation.
- B. Employees on approved leave must indicate on their leave request form if they are available for call-in while they are away from work. This reduces the time it takes to secure employees for call-in work by eliminating calls to employees who are not available.
- C. Annually, the Buildings and Grounds Section Superintendent shall post a notice to develop a Part-Time Custodian list of employees willing to fill temporarily vacant Custodian shifts for the following one-year period. If there are no volunteers, then the 3-least senior Operations Division employees will be involuntarily placed on the list and trained accordingly. Employees placed on the list involuntarily will be replaced when employees with less City service are hired into Operations Division and receive training. Custodian training will occur as soon as the new employee is trained in their regular position.
- D. Each DPW-Operations Division Custodian will be assigned to work four 6-hour shifts, and one 4-hour shift per week. They will also be assigned to work two 12-hour shifts

every other weekend. This rotation provides a 40-hour work week for each Custodian under typical conditions.

10.4 PROCESS FOR FILLING VACANCIES:

- A. All vacant Custodian shifts will be filled using the Part-Time Custodian list, with the least senior laborer filling the first open shift
- B. If a 4-hour or 6-hour Custodian shift becomes vacant on short notice, the Custodian currently on duty will be asked to cover the vacancy. If the on-duty Custodian cannot fill the vacant shift, then the vacant shift will be offered to other Custodians in seniority order before going to the Part-Time Custodian list.
- C. If a 12-hour Custodian shift becomes vacant on short notice, the Custodian currently on duty will be asked to extend their shift until another Custodian can be called in. The vacant shift will be offered to other Custodians who are not working 12-hour Custodian shifts that weekend by seniority, before going to the Part-Time Custodian list.
- D. Custodians will not be assigned to work more than 12-hours in a 24-hour period except under special conditions.
- E. Vacant 4-hour and 6-hour Custodian shifts will not be split except under special conditions.
- F. Vacant Custodian shifts may be combined or extended, but will not exceed 12-hours in a 24-hour period except under special conditions.
- G. Special conditions that may require splitting fill-in Custodian shifts or working Custodians longer than 12-hours in a row include but are not limited to 1) short notice illness of an on duty Custodian, 2) snow plow operations, 3) City emergency response actions, 4) inability to secure fill-in Custodian help, 5) etc. These situations will be determined by management on a case-by-case basis.
- H. If a holiday falls on a weekday (Monday to Friday) Custodian shifts will be divided into four 6-hour shifts.

APPROVAL:

Department Head /s/Steven Grenier	Date November 10, 2014
Human Resources Director /s/ Lynn M. Boland	Date November 7, 2014