

CITY OF GREEN BAY DEPARTMENT OF PARKS, RECREATION, & FORESTRY STANDARD OPERATING GUIDELINES (SOG)	
Title: CALL-IN/HOURS OF WORK/ STANDBY/ OVERTIME	Guideline Number: PRF SOG 4
Initial Effective Date: January 20, 2014	Revision Date:

This guideline applies to all Parks, Recreation, & Forestry employees for scheduled and unscheduled work.

PROCEDURE:

Terms:

The term Superintendent refers to the Superintendent or designee throughout this guideline.

Hours of Work:

The normal work week for a full-time employee will be 40-hours per week or 2080-scheduled annual hours. Work schedules for each classification are outlined below. Management reserves the right to change these schedules dependent on operational needs.

Forestry Workers I and II

Monday-Friday, 7 a.m.-3 p.m.

MSI, MSII, MSIII, Stores Clerk, & Master Plumber (except MSII/Mechanics)

Monday-Friday, 7 a.m.-3 p.m.

Park Maintenance Workers

Day Shift: Sunday-Saturday, rotating work schedule, 7 a.m.-3 p.m.

Evening Shift: Sunday-Saturday, rotating work schedule, 2:30 p.m.-10:30 p.m.

Wildlife Sanctuary: Friday, Saturday, Sunday, & Monday, 12:30 p.m.-10:30 p.m.

Due to the seasonal nature of Park Operations, three (3) seasonal schedules will typically be posted during a calendar year for all PMWs (except the WLS PMW and the Stores Clerk) as follows:

Schedule 1

Day Shift: Sunday-Saturday, 7 a.m.-3 p.m. – PMWs covering the daily operations from April through November 1

Each week one (1) to three (3) PMWs will be scheduled to work the weekend shift. The last three (3) PMW employees hired to the day shift will be rotated and assigned to work Schedule 2 weekend evening shifts (2:30-10:30 p.m.).

Schedule 2

Evening Shift: Sunday-Saturday, 2:30-10:30 p.m. – Covering the evening operations from April through November 1

This position is required to work rotating weekends.

Schedule 3

From November through March, two PMWs will be assigned to work 7 a.m. to 3 p.m. on rotating weekends.

All schedules will represent the anticipated need of PMWs to cover the weekend activities. Blank work schedules (without names) will be presented to the PMWs, and shifts will be selected by seniority. PMWs are expected to work each assigned weekend. Only the Park Superintendent, Assistant Park Superintendent, or designee may change the schedule. A PMW may trade scheduled work days with another PMW due to a schedule conflict. It is the responsibility of the scheduled employee to find a replacement worker if one is needed. All schedule trades must be approved by the Park Superintendent, Assistant Park Superintendent, or designee.

The “off days” will be noted on each schedule, as well as holidays. PMWs can request to change their off day with supervisor approval; the off day must be taken during the same work week as the employee’s assigned off day.

Maintenance Specialist II-Mechanic/Welders

Day Shift: Monday-Friday, 7 a.m.-3 p.m.

Evening Shift: Monday-Friday, 1:30-9:30 p.m.

Bay Beach – May through September

All Mechanics will be assigned to a season-long rotating work schedule in order to cover the operational hours of Bay Beach Amusement Park.

Mechanics will work their regular assigned work hours as described above and additional hours as required to cover the operational hours of Bay Beach. The Mechanics who are assigned to work both Saturday and Sunday at Bay Beach will be given one day off (M-F) before the Saturday worked and another day off (M-F) during the week following the Sunday worked.

During the first several weekends of the season when Bay Beach closes at 6 p.m., Mechanics will be scheduled to work from 6 a.m. to 6 p.m. on weekends.

When Bay Beach is open until 9 p.m. on weekends and holidays, Mechanics will be scheduled to work from 6 a.m. to 9 p.m.

When Bay Beach is open until 9 p.m. during the week, three Mechanics will be assigned to work at Bay Beach each day as follows:

- 1 @ Monday-Friday, 1:30-9:30 p.m., plus rotating weekends
- 2 @ Monday-Friday, 6 a.m.-2 p.m., plus rotating weekends

Mechanics will be assigned to cover vacant shifts as needed.

Lunch Breaks

Paid lunch periods are taken as assigned. Employees working an 8-hour shift will receive a ½-hour paid lunch break with no other breaks during the shift.

The WLS PMW who works a 10-hour shift shall receive a 40-minute paid lunch/dinner break with no other breaks during the shift.

The time of the breaks must be approved by a PRF Department Supervisor.

Call-In/Overtime

Call-in is the process of securing the proper classification and number of employees to perform a PRF task outside of regular working hours. Call-in activities can be prescheduled or emergency in nature. The term “call-in” can be substituted with the term “scheduled overtime” for prescheduled tasks that occur outside of normal working hours.

The call-in process applies to all employees in the PRF Division. If not specifically addressed in this guideline, the Superintendent or City Forester shall establish an appropriate call-in rotation plan where applicable.

Forestry

Overtime is limited to situational needs. The call-in list is based on seniority and availability at the time of need.

Parks

Overtime will be offered by seniority among those qualified to perform the work.

General Call-In Guidelines

The affected Supervisor will assess the needs of the required task and determine what job classification or on-call/standby employee to call.

The Supervisor will call employees using up to two telephone numbers. Employees wishing to submit two telephone numbers for contact will identify which number to call first. The employee’s telephone number priority will be noted on the call-in list.

When calling an employee, the Supervisor will allow the phone to ring until it (1) is answered by a person; (2) rolls to voicemail; or (3) has rung enough times that the Supervisor determines there is no answer.

If the phone is answered by a person other than the employee or by voicemail, the Superintendent will leave a message that includes the following information:

- Request to call the Supervisor back if the employee is interested in working the call-in activity.
- Identify that the Supervisor will attempt to contact the employee using their second (2nd) telephone number (if applicable).
- The Supervisor is moving down the call-in list after calling the second (2nd) number but will allow the employee to work if they call back before the call-in roster is filled.

Employees called in to work outside of their regular hours shall be compensated for a minimum of 2-hours.

Standby Pay for Bay Beach Mechanics and Pool Maintenance

Bay Beach Mechanics and Pool Maintenance workers assigned standby duties shall be compensated 3-hours of pay at their regular hourly rate for each day assigned for Saturday and Sunday, and three 4-hours' pay at their regular hourly rate when required to be on standby on a holiday. Employees on standby shall be required to respond within an appropriate period of time, approximately 30-minutes of being called. Employees on standby who are called in to work shall be compensated for a minimum of 2-hours at the appropriate rate of pay.

Approval:

Department Head:	Date:
/s/ Dawne Cramer	January 31, 2014
Human Resources Director:	Date:
/s/ Lynn M. Boland	January 31, 2014

This standard operating procedure is a supplement to City of Green Bay policies, guidelines, and procedures. The City reserves the right to change, revise, and/or delete this procedure with advance notice to the affected employees. This procedure is not subject to the grievance procedure.