

**Title:** Events Overtime Guidelines and Eligibility Procedures  
**Department:** Grounds, Custodial and Events  
**Effective Date:** March 4, 2020

### **PURPOSE**

- 1.1 The purpose of this procedure is to provide guidelines for fair and consistent assignment of overtime and set clear job performance standards related to operational need and event support.

### **SCOPE:**

- 2.1 This procedure is applicable to all Custodial and Grounds Staff, Leads, and Management.

### **RESPONSIBILITY**

- 3.1 Director, Grounds, Custodial and Events
  1. Ensure that this procedure and standard for support are updated regularly.
  2. Communicate this procedure to all Grounds and Custodial Services employees regardless of employee eligibility or expressed interest.
  3. Email all current CSUN Event Listings to all Managers and working Leads by close of business each Friday.
- 3.2 Grounds & Custodial Managers
  1. Communicate this procedure no less than once per year.
  2. Update, publish, and maintain overtime volunteer lists – viewable in *CSUN Box* by all Custodial and Grounds staff.
  3. Train new employees during Custodial Services New Employee Orientations.
  4. Ensure that procedures and standards are in compliance with current CSU guidelines and CSUEU contract language.
  5. Follow this procedure in assigning overtime.
- 3.3 Grounds and Custodial Employees
  1. Communicate desire to participate in event overtime as appropriate.
  2. Check CSUN email daily for event overtime opportunities with assignment confirmation posted in *CSUN Box*.

3. Follow all University and PPM procedures when working overtime, (i.e., on-time arrival, remaining on task, communicating with management, professionalism, taking initiative to solve problems, responding to customer needs, etc...).
4. Have all tools and resources needed to complete the tasks required during the shift.
5. Retrieve, track, and return all keys needed for the assigned duties and report any lost or otherwise missing keys immediately when discovered.
6. Accurately record the start and end time of work shifts and submit overtime paperwork in a timely manner.
7. Notify Managers if circumstances change that causes employees to be unable to report to a shift, report late, or otherwise impact scheduled work with a minimum of 48 hours notification to appropriate supervision if possible.

## **PROCEDURES**

- 4.1 Campus emergencies are excluded from this procedure so as to facilitate service and/or expedite the restoration of the campus to a safe condition consistent with provisions in the CSUEU collective bargaining agreement.
- 4.2 Employees may volunteer for overtime in three areas:
  1. General Events – Campus-wide events needing Custodial or Grounds support including (but not limited to) Athletics, Associated Students, cultural, Commencement, convocation, and other administrative events.
  2. Soraya – Scheduled campus and commercial events in the Soraya require special uniforms and training. The Soraya overtime list is maintained separately from the general event overtime list.
  3. Shop/Maintenance – Intermittent maintenance overtime is coordinated and assigned by shop Managers on seniority-based rotation of *all* shop employees within the shop where the work is to be performed. In cases where shop specific personnel are not available, other shop personnel shall be asked based on their own shop specific seniority-based list in coordination with shop Managers.
- 4.3 OVERTIME LIST MAINTENANCE
  1. Official overtime volunteer lists for 4.2 #1, #2 and #3 above are maintained in seniority order.
  2. Management shall request from all employees via CSUN email at least twice per year (before the start of the Fall and Spring semesters) changes to all overtime lists however employees may request to be added or deleted from any overtime list at any time.

3. All overtime (excluding emergencies) shall be offered on a rotating basis using the overtime lists.
4. Overtime lists are maintained on *CSUN Box* with view rights to all Grounds and Custodial employees. The lists are updated with events employees accepted or rejected so as to let managers and employees know who is scheduled to work and who is next in the rotation.

#### 4.4 SORAYA SUPPORT TEAM & LIST

1. Management shall request from all employees their desire to be trained to work events in the Soraya via CSUN email at least twice per year (before the start of the Fall and Spring semesters).
2. Due to the unique training and uniform requirements specific to the facility, the Soraya overtime volunteer list is maintained independently by the Director, Grounds, Custodial & Events (or designee).
3. Soraya Custodial support team members must be trained in advance by both PPM and Soraya staff. Training includes unique uniform requirements, facility amenities/features, and customer service expectations in addition to existing PPM protocols.
4. Soraya Grounds support team members are given specific training for attention to areas of concern regarding the exterior event experience.
5. All Grounds personnel are eligible for Soraya event coverage based on a seniority-based rotation list.


#### 4.5 ASSIGNING OVERTIME

1. The amount and type of staff needed for each overtime assignment are determined by Custodial and Grounds management. The appropriate management personnel shall determine how far in advance event support needs are required and filled to avoid potential cancellation by either the event client/customer or employee.
2. All information needed to effectively schedule and service overtimes event is collected and maintained in the current *Events Calendar*. (See example attachment in Appendix A.) This information includes but is not limited to:
  - a. Event Name
  - b. Event Date
  - c. Start Time
  - d. End Time (or approximate duration if end time is unknown)
  - e. Location of Event
  - f. Assigned employees (including pertinent contact/s)
  - g. Unique Needs of the Event and Client contact details
  - h. Anticipated Overtime hours required
  - i. Corresponding PPM Work Order

3. Overtime shall be offered using the appropriate overtime list in order. The individual scheduling overtime shall send emails to individuals who have volunteered to be on overtime lists. ***Email is the primary communication method*** for overtime availability however phone/text may also be used if time is of the essence due to unanticipated event or staffing changes.
4. The overtime scheduler allows 24 hours for employees to respond to overtime availability emails. If there is no response within 24 hours, it shall be recorded as a non-response/rejection of the overtime shift and the next person on the list is offered the assignment.
5. Upon acceptance of overtime, the Event Manager will update the online Event Calendar and email the employee all pertinent event information as notated above (see section 4.5-2) and coordinate all required equipment needs (keyset/s, radio/s, etc...).
6. The overtime scheduler shall continue down the list until all available overtime assignments are filled.
7. When the last name on the overtime lists is reached, it returns to the top.
8. Scheduling for the next available overtime event begins where the last event/overtime offering left off.
9. Time is of the essence when scheduling overtime event coverage. Delays waiting for responses can cause service impacts. Discussions with employees consistently rejecting overtime will occur to ensure active participation.

**REFERENCES**

**APPROVED**

  
Jason R. Wang, Senior Director

03-04-20  
Date

**APPENDIX**

Events Calendar (sample)

| DATE      | DAY | MONTH | EVENT NAME                             | BUILDING         | Event Time (From) | Event Time (to) | EMPLOYEE       | Reg | OT  | WO #      | Req.        | NOTES  |
|-----------|-----|-------|--|------------------|-------------------|-----------------|----------------|-----|-----|-----------|-------------|--|
| 1/2/2020  | THU | JAN   | Men's Volleyball                       | Matadome         | 17:00             | 19:00           | Helena/Alfonso |     | 6.0 | 122589    | C191001134  |  |
| 1/3/2020  | FRI | JAN   | Men's Volleyball                       | Matadome         | 19:00             | 21:00           | Joel/Angela    |     | 6.0 | 122589    | C191001134  |  |
| 1/4/2020  | SAT | JAN   | Men's Basketball                       | Matadome         | 15:00             | 17:00           | Toby/Tiffany   |     | 6.0 | 122589    | C191001134  |  |
| 1/5/2020  | SUN | JAN   | ARC Basketball                         | RE 160           | 9:00              | 21:00           | Rigo           |     | 5.0 | 128897    | C1910003797 | Attend (200) Lic. Spring Grid 12/19  |
| 1/8/2020  | WED | JAN   | Men's Basketball                       | Matadome         | 19:00             | 21:00           | Yolanda        |     | 3.0 | 122589    | C191001134  |  |
| 1/9/2020  | THU | JAN   | Commercial: Shiseido                   | GR               | 5:00              | 20:00           | 600 Shop       |     |     | 129461    | C1910004002 | Crew (50) Extra trash cans for Matador Square lunch                            |
| 1/9/2020  | THU | JAN   | Women's Basketball                     | Matadome         | 19:00             | 21:00           | Alfonso/Karen  |     | 6.0 | 122589    | C191001134  |  |
| 1/10/2020 | FRI | JAN   | Commercial: Tik Tok                    | Matadome         | 16:00             | 2:00            | Terryon/Rigo   | 2.0 | 9.5 | 129407    | C1910003966 | Crew (120) Holding area RE 160 (see Lic email 01/09 f'details & map)           |
| 1/11/2020 | SAT | JAN   | Women's Basketball                     | Matadome         | 16:00             | 18:00           | Nicole/Edwin   |     | 6.0 | 122589    | C191001134  |  |
| 1/11/2020 | SAT | JAN   | Commercial: ColoGuard                  | EU Atrium, Lobby | 9:00              | 21:00           | Rigo/690+3     | 5.0 |     | 129459    | C1910004010 | Prep 1/10 (furniture remove). Film 01/11 (12-14 hrs) Lic/Quote 01/08           |
| 1/12/2020 | SUN | JAN   | Commercial: ColoGuard                  | EU Atrium, Lobby | 9:00              | 21:00           | Rigo/Cesar     | 5.0 |     | 129459    | C1910004010 | Film 01/12 (12-14 hrs). Lic/Quote 01/08. Strike/Furniture return 01/13         |
| 1/12/2020 | SUN | JAN   | ARC Basketball                         | RE 160           | 9:00              | 21:00           | Jose A         |     | 4.5 | 128897    | C1910003797 | Attend (200) Lic. Spring Grid 12/19  |
| 1/12/2020 | SUN | JAN   | Always Family Softball                 | Softball Field   | 9:00              | 15:00           | Rigo           | 1.0 |     | 128895    | C1910003798 | Attend (50) Lic email & \$50 quote 12/12                                       |
| 1/13/2020 | MON | JAN   | Soraya Rental; TV: Made for Love (HBO) | Soraya Lobby     |                   |                 |                |     |     | Cancelled |             | Lic. Event Postponed 01/09. Crew (150+) 01/13-01/15 (all day). Quota: \$450    |
| 1/15/2020 | WED | JAN   | TV: Made for Love (HBO)                | Cleary Walk West |                   |                 |                |     |     | Cancelled |             | Lic. Event Postponed 01/09. Crew (150+). Night Shoot                           |
| 1/15/2020 | WED | JAN   | Men's Volleyball                       | Matadome         | 19:00             | 21:00           | Angela         |     | 3.0 | 122589    | C191001134  | Isidro had day mixed up no show  |
| 1/16/2020 | THU | JAN   | TV: Made for Love (HBO)                | OV               |                   |                 |                |     |     | Cancelled |             | Lic. Event Postponed 01/09 Crew (150) 01/16-01/17 (overnight). Presentation Rm |