Standard Operating Procedures

OVERTIME

1. Purpose and Direction

   a. This procedure defines the steps required to request overtime work in all zones so that all tasks are completed as closely to the same as possible.
   b. These procedures contain definitions for the following:
      - Priority 1 – Emergencies
      - Priority 3 – General
      - Site Funded
      - Overtime Packet
      - Call-Outs and Call-Backs

2. Responsibility


      i. Charged with the task of ensuring overtime procedures are followed in a manner that is consistent with the Maintenance Department Policies, ESEA Negotiated Article 15 Overtime Guidelines, ESEA Article 10 Call-Out Guidelines, and CCSD Regulation 4293.
      ii. Authorization of overtime must include documentation of the work to be performed and the anticipated number of hours required.
      iii. It is the responsibility of the supervisor to correctly report all overtime worked to Maintenance HR in the continuing practice for quality control.
3. **Accountability**
   a. Communication between FSC Administration, Zone Supervisors, all Supervisors, FSR and OM, Site Administration, in addition to teamwork between technicians is key to the success of finishing all projects on time.
   b. Provide ALL CCSD campus sites, facilities, and departments with consistent timeliness on behalf of CCSD Maintenance Department.
   c. Review scope of work on work orders for customer satisfaction and address unsatisfactory feedback with a prompt solution.
   d. Supervisors will ensure needed resources for overtime are provided with materials readily available in the warehouse for completion of project in a timely manner.

4. **Expectations**
   a. **Emergency Priority 1 Overtime**
      i. The Supervisor has discretion to approve Emergency Priority 1 Overtime.
      ii. The Supervisor will send out an email to the following personnel for notification:
          - Zone Operational Managers (all four zones)
          - Site Operational Manager
          - Area Dispatch
          - Rudy Pope
          - M/E Coordinator
      iii. The Body of the Email will contain:
          - Work order #
          - Name of the site and or school
          - Description of work being performed
          - Estimated time length
          - Name of the Technicians working
b. General Priority 3 Overtime
   i. An email will need to be submitted for prior approval by the requesting supervisor containing the following:
   - Description of work being performed
   - Work order #
   - Name of the site and or school
   - Work being performed
   - Estimated time length
   - Estimated labor and material cost
   - Form MTC-F003 Overtime-Compensatory Time-Request for Approval.docx needs to be filled out and attached to email
   
   ii. Supervisor will send out an email to the following personnel for approval and notification.
   - Zone Operational Managers (all four zones)
   - School Site Operational Manager
   - Area Zone Supervisor & Maintenance Leads
   - Rudy Pope

c. Site Funded Overtime
   i. The Facility Service Representative (FSR) will send out an email to the following personnel for approval and notification.
   - Zone Operational Managers (all four zones)
   - Site Operational Manager
   - The area Zone Supervisors & Maintenance Leads
   - Rudy Pope
   - Description of work being performed during the length of the overtime
   - Form MTC-F003 Overtime-Compensatory Time-Request for Approval.docx needs to be filled out and attached to email.
d. **Overtime Packet**
   i. All Overtime Packets must contain the following forms completed in full:
      - CCF-74 – CCSD Overtime/Compensatory Time Authorization
      - Work Order – FSR will sign off if site funded to include:
        - Labor
        - Material
        - Notes in the long description
      - Zonar Map – Include vehicle number that was used by the technician during the duration of overtime (Call-Outs are Exempt).
      - CCF-57 – Call-Out form in case of an emergency.
   ii. All of the completed overtime packets will be reviewed by the Zone Operational Manager.

e. **Call-Outs and Call-Backs**
   i. Group text the appropriate Zone Dispatch Operator after resolving the issue.
      Include:
      - Nature of the problem.
      - Follow through if needed or complete ticket.

ESEA Article 10 Call-Out Guidelines Must Be Followed
ESEA Article 15 Overtime Guidelines Must Be Followed