



Call Center Attendance Policy

Staffing in the call center is based on traffic control needs as well as providing support for co-workers. It is for this reason, timeliness and reliability are two of the most important measurements of performance and teamwork.

We at Convo support your status in the community as well within the Call Centers therefore it is important to meet with your Supervisor about any scheduling changes that need to be made in a respectable time frame (2 weeks) from the scheduled shift. While we recognize that some situations come up last minute, it is extremely important to take responsibility and meet with your Supervisor to communicate these critical situations that may have a severe impact on your schedule. We here at Convo roll out our VI's schedules at least one month in advance; this is to give our VI's ample time to adjust accordingly.

While Convo recognizes that "life happens", it is important that it not become a consistent behavior.

REQUIREMENTS

- Shifts are not to be dropped from schedule without finding a replacement
- Be clocked into Shiftboard a minimum of 10 minutes before your scheduled shift begins
- Be logged into the Matrix by the start of your scheduled shift

If you feel that your schedule needs to be revised or modified you must do so with call center Supervisor and cc'd Workforce Mgr to confirm the change. This is to ensure we have coverages appropriate for all centers to continue in compliance with FCC regulations. — If no coverage is obtained for the shift assigned or no approval from Supervisor and Workforce Manager has been made to drop the shift, it will be considered abandoned.

OCCURRENCES BEING MEASURED

- Inability to come in for an assigned shift
- Giving up a shift assigned without approval ensuring coverage
- Logging into Matrix past your scheduled start time **Duration of tardiness will be determined by when the VI logs into the Matrix — for example: Clock into Shiftboard 3 minutes after start of shift + Log into Matrix 5 minutes after clocking in = 8 minutes late.*
- Calling in sick for multiple days in a row is considered as one occurrence.
**If sick 3 or more days, a doctor's note may be required.*

DISCIPLINARY ACTIONS

- **1st Warning:** Documented verbal warning with the expectation of immediate improvement over the next 30 days **This warning will include a discussion of possible over-commitments that lead to tardiness/illness/ or other occasions*
- **2nd Warning:** Second written warning that will effect performance review and potential for future raises
- **3rd Warning:** Third written warning that will make the VI ineligible for a rate increase for one year
**Additional possible consequence may include loss of assigned shifts (pick up shifts only)*
- **4th Warning:** Consequence will vary depending on current position (GBS, Part-Time or Full-Time): demotion, loss of shifts, or termination

All warnings will be written and signed by the issuing Supervisor/Staff Person and put into employee file scanned and copied to Director of Interpreting.

	MINIMUM REQUIREMENTS	ACCRUED TIME	HOW TO GET IT?
Full Time	32 hours/week	15 days PTO ¹ annually based on 2,080 ² hours worked	Work 64 hours each pay period
Part Time	20 hours/week	15 days PTO ¹ annually based on 2,080 ² hours worked	Work 40 hours each pay period
General Benefit Staff	15 hours/month	10 days CTO ³ annually based on 2,080 ² hours worked	Work 15 hours each month ⁴

1. PTO - Paid Time Off

2. 8 hours a day x 5 days a week x 52 weeks a year = 2,080 hours

3. CTO - Complimentary Time Off

4. Accrual occurs on the first payroll of the month for the prior month if requirement is met

If you have fallen short to meet requirements for PTO during the first week of the pay period, you have the opportunity to pick up any unfilled shifts during the second week of the pay period (given no overtime unless approved by Supervisor) to meet your requirement. Failure to meet minimum requirements can result in demotion, a negative annual review, and/or termination.