

A Proposal To Compensate Supervisors for On-Call Hours

Overview:

The capacity of supervisors in the Carts and Cashiers Units to be on call enables the continued functionality of these units. While on call, supervisors are expected to be on campus and be able to respond via phone and in person to any crisis or no-show at any of the locations they operate on campus. Supervisors frequently check cash discrepancies, problem solve issues with the registers, void transactions, and sub in for workers who do not show up. On-call shifts are selected week to week in staffing meetings, and whenever a unit is open, there are supervisors on call. On-call policies are not codified in any BuDS policy document like the Student Worker Handbook. It is however, in their manual for the specific units and is briefly mentioned on the Student Supervisor Agreement.

Currently, supervisors are not compensated for any of this time on call, during which they are unable to be far off-campus or have commitments they cannot leave. In addition to being confined to near-campus, the hours supervisors spend on call require them to schedule when they attend events and study around these 20 or more uncompensated hours each week. Supervisors at Brown already work 15-20 hours a week on average of shifts, as students they are often in class for an additional 10-15 hours. Because they cannot be on call while at class or at work, their on-call hours end up cutting into other significant aspects of the Brown experience including studying, extracurriculars, and socializing. This burden is increased when supervisors are on call as early as 7am and as late as 2am, diminishing their sleep time. This proposal outlines 2 possible ways to compensate supervisors for these hours, and it does not change the current procedure for supervisor pay when working shifts they are called into.

Data:

Carts and Cashiers supervisors are expected to sign up for more than 20 hours a week of on call shifts when their units have a full complement of supervisors at current levels (Carts: 24, Cashiers: 22). When Carts is at its critical number of supervisors, that time commitment can jump to 40 hours of being effectively confined to campus and available. When the Cashiers unit is at its critical number, supervisors will sign up for an average of 37 hours a week. Over a 16 week semester, a Carts supervisor is expected to work, on average, 381-635 hours of on-call shifts, and a Cashiers super is expected to work 358-597 hours of on-call shifts. While these hours should certainly not receive full supervisor pay, they should be compensated in some

manner. Below is a table which links a bonus value to a given average hourly rate for these on-call hours.

	Carts		Cashiers	
\$ Value of Bonus	On Call Bonus Per Hour On-Call High	On Call Bonus Per Hour On-Call Low	On Call Bonus Per Hour On-Call High	On Call Bonus Per Hour On-Call Low
\$50.00	\$0.14	\$0.08	\$0.14	\$0.08
\$100.00	\$0.27	\$0.16	\$0.28	\$0.16
\$200.00	\$0.55	\$0.33	\$0.56	\$0.33

Potential Solutions:

Pros and Cons are listed for each possible solution, with a cost estimate.

- 1) Create an on call bonus for supervisors to compensate them for hours on call. The bonus could range in value, and a table is included to translate the size of the bonus to hours on call.

Execution: All supervisors who worked above 350 hours of on call shifts in their semester would receive an on call bonus at the end of the semester. On call hours would be calculated by the UM for each unit.

Pros:

- Simpler for the UMs to calculate

Cons:

- Supervisors who work more than 350 hours of on call shifts would not receive additional compensation. While the number of supervisors who exceed 350 hours will change based on staffing, in Carts, 4 workers would have exceeded 350 hours on call last semester. It should be noted that these 4 supervisors were the only ones to work from the beginning to the end of the semester. In Cashiers, which saw no departures last semester, 8 supervisors would have earned this bonus.

Cost Estimate:

- 1 hr of UM pay: \$14.35
- 4-6 bonuses per semester per unit. At \$50, \$200-\$300. At \$100, \$400-\$600. At \$200, \$800-\$1200

- 2) Establish an on-call rate for BuDS, covering supervisors, since these employees are listed and expected to be on call, a flat rate would compensate them for this.

Execution: Each employee required by BuDS to be on call would receive a lesser (on-call) pay rate, and these wages would be paid the same as regular wages (e.g. on a 2 week basis)

Rates:

Rate	Total For Carts/Week	Total for Cashiers/Week	Total/Week	Average Supervisor On Call Pay Per Pay Period - Critical	Average Supervisor On Call Pay Per Pay Period - Max	Total Cost Per Semester
\$0.05	\$11.40	\$11.20	\$22.60	\$3.77	\$2.26	\$419.00
\$0.10	\$22.80	\$22.40	\$45.20	\$7.53	\$4.52	\$780.60
\$0.25	\$57.00	\$56.00	\$113.00	\$18.83	\$11.30	\$1,865.40
\$0.50	\$114.00	\$112.00	\$226.00	\$37.67	\$22.60	\$3,673.40

Pros:

- Would more properly compensate supervisors for their on call hours
- Supervisors joining the team mid-semester would still receive pay for their on-call hours.

Cons:

- Would require more work on the part of the UMs

Cost Estimate: (Reflected in Above Chart)

- 0.25 hours of UM pay over 16 weeks: \$57.40
- 112-114 hours of on call pay per week*16 weeks per semester: Variable
- Total: \$419.00-\$3,673.40