

UIC HR Policies and Procedures

NUMBER

403-04

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SUBJECT	EFFECTIVE	REVISED
<i>Establishing On-Call Pay and/or Call-Back Pay for Support Staff</i>	07/01/2006	9/1/2013
ISSUED BY	APPROVED BY	
Assistant Vice President for Human Resources	Chancellor	

PURPOSE

To define terms and conditions for on-call and call-back assignment, to establish standards for the payment of on-call pay or call-back pay to support staff positions, and to ensure compliance with the provisions of the Fair Labor Standards Act, State Universities Civil Service System Statutes and Collective Bargaining Agreements.

SOURCES AND BACKGROUND

Fair Labor Standards Act
State Universities Civil Service System Statute and Rules
University of Illinois Policy and Rules
Collective Bargaining Agreements

APPLICABILITY

Departments establishing on-call and call-back pay for employees

POLICY

Work due to outside conditions such as weather or emergencies may require staff to work outside their normal work schedules. When this occurs, employees may be called back to the institution. If the work of the employee is nonexempt, or by tradition the employee is compensated for call-back, remuneration is provided for time worked in accordance with the collective bargaining agreements, approved departmental guidelines, and overtime policy. In addition, since employees called back must make a special effort to travel to work and change personal arrangements, a minimum amount of remuneration for travel is recommended or specified by bargaining agreements and University practice. This remuneration is typically payment at the employee's normal overtime rate for a specified number of hours whether or not the employee actually works. For example, if a nonexempt employee is called back to assist in diagnosing a computer problem that takes twenty minutes, the department may have established a policy that an employee called back will be paid for a minimum of two hours overtime. If the department releases the employee after twenty minutes, the employee is still provided two hours call-back pay, twenty minutes of which was also overtime worked. Call-back pay may not be paid in addition to overtime pay for the same hours worked. See the Overtime Policy, #403-03 for additional detail.

If the availability of employees within specific time parameters for call-back work is critical to the mission of the department and the job market practices include remuneration for employees awaiting call-back, specific employees may be assigned to be on-call for work at specific times. In these instances, the employee does not have to be on work premises and could be engaged in personal endeavors. The

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employee must only be reachable and available to work as previously defined by departmental policies. This is especially true in the hospital and clinic area. If an employee is on-call, the employee may be paid a flat rate for specific days, shifts, or hours, depending upon collective bargaining agreements, the typical job market practices for like occupations, or practices for the department as established by the University.

On-call pay, practices, and conditions must be established for specific job titles and departments and approved by the appropriate University official before remuneration is offered or paid.

PROCEDURES

RESPONSIBILITY

ACTION

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| 1. Department/Unit Head | Determines that call-back or on-call pay is appropriate based upon activity in the department and recommends establishment of such pay to UIC HR Compensation. |
| 2. UIC Human Resources/Compensation | Evaluates the request in light of collective bargaining agreements, pay practices in the industry and community and current University approved practices in other departments. Prepares recommendations for specific job titles or pay practices for on-call and call-back pay in specific departments in conjunction with the departments and forwards recommendation to the Assistant Vice President for Human Resources (AVPHR). If the affected job titles (classifications) are covered by a bargaining agreement, forwards the recommendation to UIC HR Labor and Employee Relations. |
| 3. UIC Human Resources/
Labor and Employee Relations | Evaluates the request in the context of labor relations with the specific collective bargaining units and prepares a recommendation for action, if appropriate, and forwards it to the AVPHR. |

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PROCEDURES

RESPONSIBILITY

ACTION

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|---|--|
| 4. AVPHR | Reviews recommendations, and if approved, forwards them to the requesting Department/Unit Head. If covered by collective bargaining, requests campus Labor Relations to negotiate the recommended changes. |
| 5. UIC Human Resources/
Labor and Employee Relations | Negotiates provisions for the collective bargaining agreement and notifies the AVPHR. |
| 6. UIC Human Resources/ Compensation | Informs the department(s) and Payroll of approval on-call and call-back pay practices that are approved by the Assistant Vice President for Human Resources. |
| 7. Department/Unit Head | Informs employees of pay practices and implements practices. |