



AUBURN UNIVERSITY

HUMAN RESOURCES

On-Call Procedures

Corresponding Policy Title: *On-Call Policy*

Effective: *March 01, 2018*

Procedure Owner: *Human Resources*

Last Updated: *February 12, 2018*

Related Policies: *Call-Back Policy*

Responsible University Department:
Human Resources

Forms: *Employee On-Call Agreement*

Procedure Contact:
Senior Director, Talent Management

I. Procedure Statement

The On-Call Procedures ensure consistency and fairness in the application of the On-Call Policy throughout the Auburn University campus. These procedures are provided as a tool to assist departments and units in their efforts to maintain effective and continuous business operations and do not imply that each department or unit must utilize the On-Call Policy.

II. Procedures

- A. On-Call Agreement:** All employees designated to serve in an on-call status will be required to sign an on-call agreement upon initial notification. This signed agreement will be kept in the employees' files maintained within the department.
- B. Current Listing of Designated Employees:** Each department is responsible for maintaining a current listing of employees or positions authorized to serve on-call and regularly communicate changes to this list to the timekeeper(s) and/or other appropriate personnel.

- C. On-Call Schedule:** An on-call schedule will be provided to each employee serving in an on-call status for a scheduled on-call period or rotation. This notification must provide sufficient notice to the employee so that he/she can make any necessary personal arrangements in order to be work-ready if called upon.
- D. Employee Contact Information:** Designated employees are required to provide current contact information to their supervisor indicating how the employee can be reached while serving in an on-call status.
- E. Inability to Serve:** If an employee serving in an on-call status becomes ill or is otherwise not able to continue to serve in such capacity, it is the employee's responsibility to notify their supervisor or designee at the earliest opportunity so that additional coverage may be identified. Unless approved by the supervisor, if an employee serving in an on-call status does not return to the worksite upon being called in, the employee may not receive on-call pay for the period of on-call served.
- F. Exclusions:** Employees are prohibited from serving in an on-call status during scheduled hours of work. In addition, employees may only serve in an on-call status for their primary assignment.
- G. On-Call Response Time:** Employees in an on-call status that are asked to return to the worksite are expected to return within forty-five (45) minutes unless an employee's physical address is greater than forty-five (45) minutes from the worksite and approved in advance by the supervisor. The supervisor, or designee, will notify the employee of call back by telephone. If notification is received via voicemail or text message, the employee must respond to the appropriate personnel within ten (10) minutes of receiving the notification to confirm his/her availability to return. Departments may establish an alternative protocol - provided it be in writing and communicated to all affected employees.
- H. On-Call Pay:** Employees serving in an on-call status will be paid \$1.00 (one dollar) per hour for each hour of their scheduled on-call period. This includes serving on-call during weekends and holidays.
- I. Call-Back Pay:** Employees called to return to the worksite while serving in an on-call status will also qualify for call-back pay as specified in the Call-Back Policy.
- J. Not Considered "Hours Worked":** In compliance with the Fair Labor Standards Act, hours served in an on-call status are not considered "hours worked" for determining overtime compensation. However, actual hours worked while being called back during an on-call status period will be considered "hours worked" for determining overtime compensation.

- K. Timekeeping:** Supervisors are responsible for assisting timekeepers with the proper administration of on-call pay. The appropriate earn code for the on-call premium is 'ONC'. [Timekeeping instructions for TigerTime](#) are available online.
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III. Definitions

1. **Exempt Position:** An exempt position is a position 1) whereby the incumbent employee's salary meets the FLSA minimum salary threshold test **AND** 2) that has duties meeting the FLSA criteria for exemption under the duties test. Such positions are not subject to the accurate recording of time worked or overtime pay. Exempt positions are not eligible to participate under this policy.
2. **Nonexempt Position:** A nonexempt position is a position 1) whereby the incumbent employee's salary does not meet the FLSA minimum salary threshold test **OR** 2) that has duties that do not meet the FLSA criteria for exemption under the duties test. Such positions require the accurate recording of working time, as well as the right to a minimum wage and overtime pay provisions of the FLSA.
3. **On-call Period:** The period that employees in nonexempt positions are required to maintain work-readiness in order to return to the worksite if called upon. An on-call period is a designated period determined by the department/unit head. Such periods may vary in beginning and ending times from department to department, and are subject to change as warranted by service needs.
4. **On-call Status:** The scheduled state of availability for designated employees in nonexempt positions to return to duty, work-ready, within a specified period.
5. **On-Call Pay:** Employees serving in an on-call status will be paid \$1.00 (one dollar) per hour for each hour of their scheduled on-call period. This includes serving on-call during weekends and holidays.
6. **Full-time Employee:** An employee whose scheduled workweek is 40 hours or more.
7. **Part-time Employee:** An employee whose scheduled workweek is less than 40 hours.
8. **Student Employee:** An individual who is enrolled at Auburn University on a full-time or part-time basis who is designated as a student worker. A student employee may work up to 20 hours per week.
9. **Temporary Employee:** An individual who is employed on a day-to-day or assignment basis typically to assist with special projects, abnormal workloads, or emergencies and who is designated as a TES Employee.
10. **University Staff Employee:** An employee whose position is designated as nonexempt under the FLSA and is paid on a biweekly basis.

11. **Work-ready:** The ability to return to the worksite within forty-five minutes while being physically and mentally unimpaired and fit for duty (able to safely perform all essential job functions with no risk to self, co-workers, students, public, or property.)

IV. Sanctions

Violations of this procedure are to be promptly reported to the employee's supervisor and will be addressed through appropriate disciplinary action(s).

V. Forms

[Employee On-Call Agreement](#)

VI. Related Information

Call Back Pay: [Salary Administration Policies 3.5.5](#) is available online.

VII. History

N/A

VIII. Frequently Asked Questions