

SOP-I-0015 | SPA Employees On Call/Call Back Guidelines

SOP Type: **Internal SOP - DELTA-level that does not directly affect entities outside of DELTA**
 External SOP - DELTA-level that affects these entities:
 Unit SOP - DELTA individual unit(s) affected:

Contact: DELTA Business Office

Effective Date: June 16, 2009

Last Revision Date: March 4, 2015

1. Introduction

On-call pay compensates employees (typically SPA non-exempt) who are required to remain available to be called on to respond to work emergencies. On-call employees typically carry pagers. The organizational unit maintains a list of SPA employees who are designated as on-call. This list is submitted to HR annually and when revisions are made. The employee uses the SPA Time Record to record on call hours. The completed time record is given to the supervisor for approval. The supervisor approves the time sheet and has on call pay processed through the Human Resources Payroll System. On-call compensation may be in the form of pay or compensatory time. The rate of each shall be determined by the Office of State Personnel based on survey data of prevailing practices in the applicable labor market

FLSA exempt employees normally do not receive additional compensation for emergency callback or on-call. If specific working or market conditions justify, a department may work with Human Resources to determine if an FLSA exempt position is eligible for on-call and/or emergency call back pay. The appropriate compensation is based on documented survey data of prevailing practice in the applicable labor market. However, departments that utilize a Compensatory Time Policy for exempt employees may use it to provide time off. Compensation for exempt employees is always on a straight-time basis.

For additional information, see the Office of State Personnel [On-Call/Emergency Callback Pay \(pdf\)](#).

On-Call/Call Back Rate	Occupations
Up to \$3.00 per hour (or 1 hour of compensatory time for every 8-hour shift)	Medical/Health Care Information Technology Skilled Trades
Up to \$2.00 per hour (or 1 hour of compensatory time for every 8-hour shift)	Accounting Finance Clerical Office Services Legal and Administrative Management Information and Education Human Services Licensing and Inspection – Public Safety Institutional Services Engineering and Architectural Agricultural and Conservation

Sample:

Distance Education and Learning Technology Applications (DELTA) Annual On-Call SPA Employees

DELTA'S ON CALL EMPLOYEES: July 1, 2009 – July 31, 2009

Employee Name	Position Title/Number	Scheduled on Call Day(s)/Times for Month of July	On-Call Hours Worked in Month of July	Total Hours of On Call	Rate of On Call Pay Earned	Compensatory Time Earned	Payment Entry or Compensatory Time Entry Date
Example: Annie Smith	Business & Technology Applications- Technician #07001	Saturday, Sunday; 9:00 am – 5:00 pm	8 hours per scheduled shift (8)	64 hours	\$192		8/3/09 (Initials of F&B employee that enters)

DELTA'S ON CALL EMPLOYEES: August 1, 2009 – August 31, 2009

Employee Name	Position Title/Number	Scheduled on Call Day(s)/Times for Month of July	On-Call Hours Worked in Month of July	Total Hours of On Call	Rate of On Call Pay Earned	Compensatory Time Earned	Payment Entry or Compensatory Time Entry Date
Example: Annie Smith	Business & Technology Applications- Technician #07001	Saturday, Sunday; 9:00 am – 5:00 pm	8 hours per scheduled shift (10)	80		10 Hours	9/1/09 (Initials of F&B employee that enters)