SOP - On-Call Pay

Overview
- On-call pay is a flat payment designed to reward employees for time that they are required to be available to return to work if needed.
- Employees who are put “on call” are paid a flat fee equal to one and a quarter (1.25) of the employee’s hourly pay rate for each 12-hour on-call shift.
- When an on-call shift is less than 12 hours, an employee will still receive one unit of on-call pay for the period.
- On-call shifts are not time worked and do not count towards the maximum allowable hours.
- Exempt employees do not get on-call pay.

Examples
- A non-exempt employee who makes $10.00/hour and is on-call for a designated eight (8)-hour shift would receive $12.50 for one on-call period.
- A non-exempt employee who makes $10.00/hour and is on-call for 13 hours would receive $25.00 for two (2) on-call periods.
- A non-exempt employee who makes $10.00/hour and is on-call for 23 hours would receive $25.00 for two (2) on-call periods.

What on-call shifts look like on the timecard:

The employee is on call from 5 pm Monday until 8 am Tuesday. Because it runs across two days, it displays on two separate lines.

Additional information displays in the **Totals** tab at the bottom of the timecard:

**On Call**
Sum of the number of on-call hours.

**On Call Pay**
Sum of the number of on-call units (1.25x of hourly pay rate) to be paid.

Relevant policy information
Local Government:  [P-61 – Staff Schedules, Time Tracking, and Compensation Policy](#)
Public Schools:  [GCJ – Licensed and Classified Staff Schedules and Overtime/Compensatory Time Compensation](#)

Step-by-step documentation
SOP - On-Call Pay

Applying an on-call shift template to a non-exempt employee schedule
Applying an on-call shift to a non-exempt employee schedule without using a shift template

What employees need to know:
• Supervisors will put on-call hours on an employee’s schedule.
• Once an on-call shift is on the employee’s schedule, it is automatically paid.
• The employee does not need to log in/out in order to receive on-call pay.
• The employee should check the totals tab at the end of the week to make sure that the system has correctly recorded any on-call shifts worked during that timecard period.
• If your supervisor doesn’t put your on-call shift on your timecard, submit a written request that includes the dates you were on call to your supervisor.
  o If necessary, contact your supervisor’s supervisor to complete this work before the pay period close.

What supervisors need to know:
• Supervisors are responsible for putting on-call shifts onto non-exempt employee’s timecard.
  o Applying an on-call shift template to a non-exempt employee schedule
  o Applying an on-call shift to a non-exempt employee schedule without using a shift template
• On-call shifts can be put on an employee’s timecard retroactively.

What timekeepers need to know:
As part of your regular pay period close/audit procedures, review use of on-call shifts.