

VILLAGE OF EMPRESS	
Title: Hours of Work Policy	Policy Number: 23-03
Effective Date: November 15, 2023	Revised Date: November 15, 2023

This policy replaces Policy 12-08 of the personnel policy adopted September 20, 2013.

HOURS OF WORK

Policy Statement

The Hours of Work policy supports the Village of Empress's vision of being a full-service, sustainable community. The intent of the various hours of work schedules is to maximize operational efficiencies, enhance service to the public, and foster employee engagement.

Purpose

The purpose of this policy is to provide clarity on how the hours of work for Village of Empress employees are scheduled and to outline the manner in which employees who work outside of regular or scheduled ours of work will be compensated.

Responsibilities

Employees

Employees are responsible for arriving at work on time, fit for work, and working the schedules as assigned to them by their supervisor.

CAO

- Schedule the employee's hours of work and monitor work schedules based on organizational requirements
- CAO and Employee must enter into a written work agreement for a work schedule that differs from regular hours of work
- Review customer service agreements and develop work schedules for employees to ensure adequate coverage during operational hours without scheduling overtime work
- In conjunction with employees, balance work schedules to meet firstly the operational needs of the organization and secondly the personal needs of employees
- Whenever possible, provide employees with one week notice to change and employee's work schedule
- Review all alternate work schedules every three months
- Approve any work agreements that differ from the regular hours of work Village of Empress Hours of Work Policy

Regular Hours of Work Schedule

Administrative Employees

The administrative offices of the Village of Empress are open to serve the public from 8:30 am to 4:00 pm Tuesday through Friday. Regular Hours of Work for Administrative Employees, unless otherwise scheduled by the CAO, fall within these hours. Administrative employees work a 6.5 hours per day over a two-four day period, depending on the shift rotation schedule. This equates to 13-19.5 hours per week for part-time Clerks and 26 hours per week for a full-time CAO.

Rest breaks for Administrative Employees include a one (1) hour unpaid lunch break, and a fifteen (15) minute paid rest break for each half-day worked.

Operational Employees

Regular Hours of Work for Operational Employees, unless otherwise scheduled by an Operational Supervisor or CAO, are 8:30 am to 4:00 pm Tuesday through Friday. Operational employees normally work a 6.5 hour work day over a four day period, thus working a 26 hour work week.

Rest breaks for Operational Employees include a one (1) hour unpaid lunch break, and a fifteen (15) minute paid rest break for each half-day worked.

Owing to the variations in the different services provided by the Village, there may be variations in the hours and days of work per week within different positions. The hours of work, the starting and quitting time, and 1 hour lunch periods must be approved by the CAO.

Alternate Hours of Work Schedules

Alternate hours of work schedules refer to work schedules that vary from regular full time hours of work and include flex time. Alternate Hours of Work schedules will only be considered where they increase organizational efficiencies and must be ratified by a Work Agreement form signed by the Employee and CAO.

Flex Time Schedule

At the request of an Employee, the CAO, in consultation with the Supervisor, if applicable, may approve a flex schedule to accommodate the Employee's personal and/or family needs or obligations. The flex schedule may alter the hours of work per day, but never over 8 hours per day and shall not alter the number of hours of work per pay period or negatively impact the Village's ability to meet its operational and/or customer service needs.

Earned Time Off Accrual Limits

Employees must work a minimum of thirty (30) continuous minutes or a maximum of one (1) hour beyond their regular 6.5 hour work day to qualify for earned time off. Employees must take a minimum of thirty (30) minutes lunch break while working an ETO schedule. Employees may accrue ETO prior to or after their regular hours of work or during the untaken portion of their one hour lunch break.

Partial days worked whether for vacation, sick leave, medical appointments or other reasons are not eligible for ETO accrual, nor are untaken rest breaks eligible for ETO accrual. The maximum amount of earned time off which may be accrued over a three (3) week period is:

- Seven (7 hours)

The maximum amount of time which may be banked is:

- Fourteen (24) hours

No further ETO accrual may occur until the employee has taken the accrued time off. Should an employee exceed the maximum, any extra time worked shall not be accrued.

Overtime

Overtime refers to time worked in excess of the regular hours of work for the position which may be required from time to time to meet operational requirements. Overtime must be approved by the CAO, prior to being worked.

Calculation and Payment of Overtime

Employees may elect to be paid for overtime worked or take time off work in lieu of being paid, recognizing the Village will have final decision on method of payment, either time in lieu or paying wages, the preferred method being time in lieu.

Rate of Pay

The rate of overtime pay will be 1.5 time the employee's regular hourly rate of pay. If an employee is required to work on a general Holiday, they will be paid 2 times their regular hourly rate of pay.

If an employee chooses to take time off in lieu of pay, the employee will be paid their regular rate of pay on the days they take off as banked time.

Banking of Overtime Hours Worked (Time off in Lieu of Pay)

If an employee wishes to take time off in lieu of overtime pay, they may do so provided they sign an Individual Overtime Agreement. Any banked time must be taken within 3 months of the end of the pay period in which it was earned, if operationally feasible. If banked time is not taken within this period, it will be paid on the employee's next pay period. The maximum time that can be banked to be taken as time off in lieu of pay is thirty-five (35) hours. Any overtime earned in excess of these maximums will be paid on the employee's next pay period.

Adopted September 30, 20213

Amended January 22, 2015

Amended June 20, 2019 Motion C224-20-06-2019

Amended November 15, 2023 Motion C213-11-15-2023

VILLAGE OF EMPRESS

Job Title: Administrative Support Level II

Reports to: CAO

Summary

The Administrative Support Level II personnel will be required to perform an array of administrative duties including secretarial and receptionist duties. Additional responsibilities include bank teller, accounts payable/receivable clerk, and taxes/utilities clerk. Other duties, relevant to the position, shall be assigned as required.

Major Responsibilities:

General Administrative Duties:

- Acceptance of bill payments at front desk
- Responding to customer inquiries and/or complaints in a professional and tactful manner
- Outgoing and incoming mail, fax and e-mail, opening processing and distributing
- Main telephone operation and referral to appropriate departments
- General Administrative support to CAO, and Public Works Senior Management
- Maintains and orders office supplies & inventory in a timely manner
- Bank deposit weekly
- Maintain a high level of confidentiality in all interactions
- Maintain a professional image and demeanor with all employees, management, executives and visitors at all times

Accounts Payable/Receivable

- Coding and entering accounts payable weekly
- Send A/R invoices out as required

Utilities/Tax

- Print meter reading route books bimonthly
- Enter meter readings into computer bimonthly
- Print and mail utility bills
- Monitor receivables and send letters to o/s accounts
- Apply penalty to o/s accounts
- Balance receivables to GL monthly
- Enter tax assessments and balance to Assessors yearly
- Send bills
- Monitor receivables and send letters to o/s accounts
- Apply penalties to o/s accounts

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VILLAGE OF EMPRESS

- Balance to GL monthly.
- Input monthly water plant information in spreadsheet
- Maintain and coordinate customer applications, terminations, and movements

Bank

- Customer bill payments
- Opening new accounts
- Balancing cash daily and sending to Medicine Hat through Courier
- May need to make trip to Medicine Hat if cash gets too low

Cemetery

- Maintain cemetery books and maps as required

Other duties as assigned from time to time.

May be required to work extra days during busy periods

Qualifications;

- Completion of Grade 12 Diploma, and/or
- Office admin and/or accounting training from a recognized institute or
- Previous experience will be considered
- Class 5 driver's license
- Computer experience is required
- Ability to complete tasks with a minimum of supervision
- Ability to maintain a pleasant and professional working relationship with the public, co-workers, administration and elected officials as required

Work Conditions

- Busy office setting.
- Manual dexterity required to use desktop computer and peripherals.
- Interacts with public at large.
- Ability to conduct and attend presentations.
- Sitting for long periods.
- Repetitive work.
- Overtime may be required

	Date	Initials
Adopted:	July 18/13	CB [Signature]
Reviewed:		