

Penn State Lion Line
112 South Burrowes Street, Rider House
University Park, PA 16802
(814) 863-3935
Recruiting (814) 863-4180 Fax (814) 865-9664
www.LionLine.psu.edu
Penn State Lion Line Personnel Policies
(Updated January 4, 2008)

TELEPHONE REPRESENTATIVE MISSION:

You are now an employee of the division of Development and Alumni Relations at Penn State. It is your mission to efficiently and effectively raise funds, create partnerships, and maintain records for Penn State University. As a representative of Penn State, you are expected to act professionally at all times, handling each call with courtesy, tact, and sensitivity. Above all else, you should always leave a positive impression of Penn State on the people with whom you speak.

Put simply, our goal is to encourage our prospects to get involved annually and, ideally, to increase their gift each year. If they choose not to, we hope to leave them feeling good enough about Penn State that they will consider getting involved next year. We are not only fundraisers, we are friendraisers as well.

SCHEDULING:

a. Making Your Schedule

Lion Line's work-week runs as follows:

Fall: Sunday through Friday

Spring: Sunday through Saturday

Summer: Sunday through Friday (Sunday not always available)

- **Representatives are required to work three shifts per week.**
- **You may change your schedule up to 24 hours in advance.**
- **You create your schedule each week by signing up on posted attendance sheets.**

The Shift times are as follows:

Sunday Afternoon
2pm-5:30pm

Sunday Evening*
6pm-9:30pm

Monday
6pm-9:30pm

Tuesday
6pm-9:30pm

Wednesday
6pm-9:30pm

Thursday
6pm-9:30pm

Friday
6pm-8:30pm

Saturday**
2pm-5:30pm

*fall and spring semesters only

**spring semester only

b. Lateness

Representatives are expected to be **signed in** and **seated** at their stations by the start of each session. If you are late for the shift the penalties are as follows:

Arrive after Director or supervisor has started shift = 2 hour bonus deficit

Arrive after calling has begun = No bonuses for the shift

Arrive more than one hour late = Does not count as a shift, equivalent of a no-show

If you are going to be late, please call and notify the staff so that we may save your seat. *This will **NOT** prevent the above penalties, however it **WILL** prevent you from losing your seat to an alternate on a busy night.*

c. Personal Days

Representatives are permitted to call off for personal reasons three times during each semester.

- Taking a personal day counts as one of your 3 shifts for a week, but it is not paid.
- You must call off **before the start of the shift** in order for that absence to be considered excused.
- Any personal days taken above and beyond three will be considered unexcused absences.
- **You** are responsible for keeping track of your personal days.
- You may not take any personal days during your first week of employment.

You are highly encouraged to save your personal days. They are important when you have emergencies or last minute conflicts come up during the semester. As a reward, we will “buy back” unused personal days at the end of the semester based on how long you have saved them.

d. Illness

Shifts will be excused for illness if you provide written documentation from your doctor dated within one day of the missed shift. These excuses should be given to the Director upon returning to work. Only legitimate excuses are recognized. Please call in for a sick day as you would for a personal day (**before the start of the shift**). Sick days do not have to be made up as long as the proper documentation is provided.

e. Unexcused Absences

Unexcused absences or “no shows” occur if you sign up for a shift and fail to attend. Regardless of the reason, unexcused absences must be made up. You must make up the unexcused absence within the following two weeks. Additionally, unexcused absences result in the following penalties:

1st unexcused absence = loss of bonuses for that week

2nd unexcused absence = loss of bonuses for that week and raise eligibility for the semester

3rd unexcused absence = termination from Lion Line

Anyone who is absent from work for an entire week without prior approval will be terminated from their position at Lion Line.

f. Attendance Conflicts

If a representative cannot work 3 shifts in week, they may take an attendance conflict and make the missing shift(s) up within 2 weeks.

- Attendance conflict form must be submitted at least **24 hours** in advance of the shift you are missing.
- The shift must be made up within 2 weeks.
- If not made up within 2 weeks, it automatically becomes an unexcused absence.
- You are allowed to file **three** attendance conflicts per semester.

g. Leave of Absence

If a representative is unable to work for a week or more, they may take a leave of absence.

- Leave of Absence form must be submitted at minimum **2 weeks** prior to the beginning of your Leave of Absence.
- Shifts missed during a Leave of Absence do not need to be made up.

h. Resigning

To resign from Lion Line, you must submit a written resignation form to the Director at least **two weeks** in advance. During these two weeks, you must work your required number of shifts for that time period. Submitting your resignation form by Wednesday will count that current week as one of the final two. Graduating seniors are **not** exempt from the resignation policy.

The two weeks notice is necessary in order to receive your training bonus, to use Lion Line as a reference, and to be rehired by Lion Line.

Your position at Lion Line is an at-will position. You are voluntarily entering into this position and thereby, you are free to resign at any time. Similarly, we are free to conclude the employment relationship at any time, with or without cause.

PAYROLL:

You will be paid bi-weekly through Penn State’s direct deposit program, and pay stubs are sent to Lion Line. Any questions concerning payroll should be directed to Mindy at 863-3935, weekdays from 8:00am to 4:00pm. **All payroll paperwork should be submitted by the first night of training to avoid delays.**

BONUSES:

You can supplement your hourly wages by earning bonuses, which are awarded based on performance and goal achievement. The bonus structure reflects program and calling pool expectations, and bonuses are awarded in the form of individual hourly rates. Most bonuses are awarded in half hour increments. For example, a half hour bonus translates to an extra half hour of pay.

There are three basic types of bonuses:

a. Nightly

Nightly bonuses are typically awarded for credit card gifts, upgrades, dollars raised, donor acquisition, and goal achievement. Nightly bonus criteria are available in the script area of CampusCall. When you earn a bonus, it should be reported to a supervisor immediately. Never hesitate to ask a supervisor to further clarify the nightly bonus structure.

b. Weekly

Weekly bonuses are awarded for working extra calling shifts. If you work at least one extra calling shift, you are given an automatic two hour bonus. If one of the extra shifts that you work is a Sunday, Friday, or Saturday you get an extra hour on top of the automatic 2 hour bonus for each one of those shifts worked. These shifts are called “money shifts.” You can work as many “money shifts” as you want, but you can only receive the extra bonus for two in any particular work week. Therefore, you can earn from 2 to 4 hours for working extra shifts each week. Refer to pages 66-67 of the caller handbook for a better explanation of this bonus.

c. Recruiting

Recruiting bonuses are awarded when you refer someone to work at Lion Line. The applicant **must** list you on the referral line of their application when they submit it. If they pass training and are hired, you will be given 2 hours of bonus time after they have completed two full weeks of work. Only one recruiting bonus will be rewarded per applicant.

WAGES:

Representatives start at \$7.25 per hour. There are several ways that you may earn raises. When you are eligible for a raise, you will receive a memo stating the amount of the raise and your new hourly rate. The maximum wage is \$9.25/hour.

There are four basic types of raises:

a. Attendance Raise

If you work one (or more) extra shifts in a pay period for **two consecutive** pay periods, you will receive a **ten cent** hourly raise. For example:

In the following chart, these four weeks represent 2 hypothetical pay periods. The shaded days are shifts worked. Remember, only 3 shifts are required per week. If you notice, in each pay period an extra shift was worked. Thus, this caller will be receiving a ten cent attendance raise at the conclusion of the second pay period.

| | | | | | | |
|--------|--------|---------|-----------|----------|--------|----------|
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |

Personal days count as shifts worked for this raise. Extra shifts worked to make up attendance conflicts and unexcused absences **do not** count towards this raise.

b. Semester Raise

Employees who return from one semester to another will receive a **fifteen cent** raise provided that they work the required three shifts during both the final week of classes and during the first week of the new semester. Only representatives who have completed at least a month of work prior to the end of the semester will be eligible for this raise.

c. Performance Raise

Employees that are able to reach certain milestones while employed at Lion Line will be awarded a raise. They are as follows:

- \$10,000 = ten cent raise
- \$25,000 = ten cent raise
- \$50,000 = fifteen cent raise
- \$75,000 = twenty cent raise
- \$100,000 = twenty-five cent raise

d. Employee of the Month

Employees that are awarded the distinction of Employee of the Month will receive a **ten cent** raise.

DATA ENTRY OR DATA CHANGE:

During the course of a session, you may have enter or change information in the CampusCall system. Please use proper grammar, spelling, punctuation, and abbreviations when doing so. Comments should be pertinent and concise, and never under any circumstances contain vulgar language. The data we collect is placed into the alumni database and used to create our pledge letters. It is important that you avoid mistakes whenever possible. Never be afraid to ask questions regarding data or pledge entry. Repeated mistakes entering data or pledges may result in a loss of bonus hours. Comments containing inappropriate language may be grounds for immediate termination.

PERFORMANCE EVALUATIONS:

Representatives can expect to have their phone calls monitored on a regular basis. The purpose of regular evaluations is to help representatives succeed and improve the quality of their calls. A supervisor will listen to some of your calls and then speak with you about your strengths and opportunities for improvement. Upon being evaluated, you will be given specific points to work on which the supervisor will record on the evaluation sheet. Either the supervisor or the Director will decide if a follow-up evaluation is needed and schedule one for a future date. If a follow-up is not scheduled, you can still expect to be randomly selected for an evaluation.

FAKED PLEDGES:

Representatives found to be faking pledges will be terminated from Lion Line. Faking pledges includes falsifying any part of the pledge, including the amount, designation, prospect, etc.

ADDITIONAL RULES:

a. Homework

Representatives are asked not to work on homework while they are calling. You are expected to be focused on your fundraising efforts and being an excellent representative of Penn State. Lion Line provides ample reading material to help you achieve these goals.

b. **Food and Drinks**

You may not have drinks at your station at any time. Do not eat, drink, or chew gum at your calling station, even when you are on break. All food and beverages must be consumed in the back room. Periodically the director may provide a small treat to the callers. This may be consumed on the floor.

c. **Alcohol**

Intoxication in the workplace is unacceptable and is grounds for immediate termination. In addition, it is forbidden to consume alcohol during break. Any employee seen patronizing a business that serves alcohol during the course of a shift, including break, will be terminated immediately.

d. **Cell Phones**

For security reasons related to the privacy and protection of confidential information, cell phones are prohibited on the calling floor during the shift. During break, you may use your phone outside or in designated break areas. During the shift your phone must be kept silent and put away. If you have an emergency that would warrant you needing to be contacted during the shift please inform the Director.

e. **Workstation Responsibilities**

You must clean up all trash from your calling area at the end of the night. You are expected to leave your work station neat and organized when you leave. Literature and information sheets are to be returned to their proper place. Damaging, writing on, theft of, or otherwise vandalizing any equipment, workstation, or other part of Lion Line is unacceptable and grounds for revocation of bonuses and/or immediate termination.

f. **Information Security**

To comply with University and Division standards for privacy and security of confidential information, any type of transmission, recording, or picture-taking device is prohibited on the calling floor. In addition, credit card information may only be processed by individuals who have completed an authorized background check.

TRAINING:

a. **Training Bonus**

A \$65.00 dollar training bonus will be awarded to representatives who complete the required training sessions and are offered a part-time position. You must work the required number of calling sessions per week for three weeks, including six sessions after submitting a written resignation. If you **are not** offered a part time position, you will be paid by the hour for time spent in training.