Ardrey/Ashurst Auditoria

Employee Handbook
Introduction

Welcome to the Ardrey/Ashurst Auditoria staff. This handbook has been prepared for you as a guide to the policies, procedures and rules of Ardrey/Ashurst Auditoria.

Ardrey/Ashurst Auditoria are multi-purpose performing arts facilities dedicated to serving Northern Arizona University and the Flagstaff community. The majority of events that occur in the Auditoria are College of Arts and Letters, School of Music related. We also serve a variety of patrons including: on-campus user-groups, community groups, touring groups, and the Flagstaff Symphony Orchestra. Events occurring in the Auditoria include concerts, recitals, lectures, banquets, dance performances, operas, conferences, touring shows and other public functions.

Northern Arizona University is a well-managed community. Its management is committed to providing excellent services and has encouraged efforts to improve service quality in all departments and organizations. This approach has allowed Ardrey/Ashurst Auditoria to positively address our human and physical resources and has supported an environment that encourages excellence.

The Auditoria comprise a unique organization within CAL. Ardrey/Ashurst Auditoria has set forth the standards or ideals we, as a crew, are dedicated to achieving.

As an organization we prize excellence. We are a group with selective membership and everyone that is a member has a desire to belong. If individuals choose to belong, there are expectations and standards of behavior that need to be met. We, individually and collectively, care about the well being of our fellow crewmembers and are concerned with preserving the well being of our organization. Ardrey/Ashurst Auditoria serve the common good of the members and our customers - the public.

CLASS ATTENDANCE:

Attending classes is your primary responsibility as a student at Northern Arizona University. When you sign up for a particular shift, you are agreeing that you will be available to work for the entire shift with no conflicts that might keep you from completing the entire shift. Due to the nature of theatre work, it is extremely unlikely that we would be able to excuse you from a shift in order to attend class. KNOW YOUR SCHEDULE AND SIGN-UP ACCORDINGLY! If you have some time around your class schedule and a shift needs to be filled, please discuss this with an Ardrey staff member. If a call would require you to miss a class, do not sign up unless arrangements have been made with your professor.
**Important Phone Numbers:**

Ardrey Office .................................................. 523-4120

Kathy Battali, Facility Manager Phone.......................... 523-9042
Fax................................................................. 523-2056

Jason Pickering, Technical Director............................. 523-4707

Brett Kitch, Administrative Specialist......................... 523-4120

Ashurst Office/Light Booth Fax Only............................ 523-1663

On-Campus Emergency.......................................... 911
NAU Police (non-emergency).................................... 523-3611
Facilities (Night and Weekend Emergency).................... 523-4227
Organization:

Jean Boreen, Associate Dean
College of Arts and Letters, Dean’s Office

Kathleen Battali, General Manager
Ardrey/Ashurst Auditoria

Jason Pickering, Technical Director Senior
Ardrey/Ashurst Auditoria

Brett Kitch, Event Coordinator
Ardrey/Ashurst Auditoria

Ardrey/Ashurst Managers

Ardrey/Ashurst Hands
**Rules and Regulations**

The following list of rules and regulations represent the conduct standards for crewmembers of Ardrey/Ashurst Auditoria. The basis for these regulations is the following policy:

Every member of the Ardrey/Ashurst staff is expected to operate in a highly self-disciplined manner and is responsible for regulating his/her own conduct in a positive, productive and mature manner. Failure to do so will result in disciplinary action ranging from counseling to dismissal.

**ALL CREWMEMBERS SHALL:**

1. Follow the written rules and regulations of Ardrey/Ashurst Auditoria.
2. Use their skills and training to ensure the safety of the public and fellow crewmembers.
3. Conduct him/herself in a professional manner in order to promote a positive NAU/Auditoria experience for all users.
4. Supervisors will conduct themselves in a professional manner. Crew members will follow instructions in a positive, cooperative manner.
5. Keep him/herself informed and educated on all policies and procedures of the auditoria and the University.
6. Operate equipment safely and use good judgment.
7. Show up to work on time and properly dressed.
8. Bring any concerns, issues or requests directly to the attention of the Technical Director and/or the General Manager.
9. Follow all University and State regulated Safe Working and Learning Environment Rules and procedures. (See Page 7)

**WORK HOURS:**

Being a crewmember requires flexible work hours dependent on event schedules. The majority of events will be during the evening and on weekends. You are, however, limited to 60 hours per pay period (30 hours per week) during the regular school year. A standard pay period is every two weeks, commencing 8:00am Monday and concluding fourteen (14) days later on Sunday at 12:00 midnight. The standard pay period is flexible due to holidays and/or scheduling changes.
**Signing up for Shifts using WHEN TO WORK:**

**CREW SCHEDULE:**

When to Work.com is where you find out about and sign up for upcoming events/shifts. The crew schedule indicates the name and type of event, number of staff needed, dress code, and estimated length of shift. A new schedule is posted each week, four weeks in advance of events. It is advised that you regularly check <Whentowork> as the schedule can change daily. Each crewmember will need to sign up for shifts on a first-come-first-served basis. Shifts are not assigned; however, beginning with shifts two weeks out you may be requested and/or required to work specific shifts based on your availability. Crewmembers are not allowed to sign up for duties that they have not been trained to perform.

Once you have signed up for a shift, you are responsible for it. If you sign up for a shift and are unable to work it, **YOU must** find someone to replace you who is trained to perform the duty required for that shift. The TD can answer any questions about shifts and shift conflicts. When possible, we will try to be flexible with the call times, to accommodate your needs as well as those of the user group.

Frequently, shifts will be posted for training, maintenance, and special projects outside of the regular crew schedule. If you sign up for training or maintenance time, these shifts are treated like any other, and your attendance is mandatory.

If crew members are not signing up for shifts then the Ardrey staff reserves the right to assign crew if they have not requested time off or do not have class scheduled. The Office Manager will make calls to crew to fill shifts that have not been filled. Crewmembers should respond to phone messages/emails left for them within twelve (12) hours as a professional courtesy and responsibility of your job. Failure to do so may result in disciplinary action. It is **mandatory** for employees to work a minimum of six (6) hours a week (provided there are enough shifts posted). If your class schedule or availability changes, we need this information immediately. Any periods of unavailability need to be reported & requested three (3) weeks in advance. (This includes any two (2) consecutive weekends.)

**TIME:**

We keep track of the hours you work and track the use of supplies and equipment usage via stage manager reports and logsheets. In order to be paid for a shift, you must correctly sign in and sign out on the correct logsheet for the event you are working. You are responsible for signing in at the beginning of the shift and out at the end of the shift in order to be paid for the hours worked. Instructions on how to do this will be included in the first training session. In order to have your hours appear on the next paycheck, all stage manager reports and logsheets must be turned into the office at the end of each shift.
**WORK BREAKS:**

Your immediate supervisor will authorize work breaks during an event. Supervisors will do everything in their power to ensure breaks for you at reasonable intervals whenever possible. Students working a four-hour shift will be given a paid 15-minute break halfway through the period. A six-hour shift should have a ½ hour lunch break, which is not paid after four hours of work. A full eight-hour shift should have two 15-minute breaks, which are paid, and at least a half-hour lunch, which is not paid. These breaks should be used for rest periods including smoking. **It is the policy of Ardrey Auditorium that smoking will not be allowed during an event in either hall unless you are given an authorized break and your position is covered by another staff person. The stage areas will not be left unattended for any reason when performers are present.**

**PLEASE REMEMBER. If you cannot work a shift that you signed up for, it is YOUR responsibility to fill it.**

**UNIFORMS:**

All members of Ardrey/Ashurst Auditoria crews, when on shift, shall wear the appropriate uniform as defined below. All members are responsible for obtaining and maintaining, in a presentable condition, the uniform items required for their assignment. Faded, worn or damaged clothing is not acceptable.

**Performance/Lecture/Banquets/s:** Ardrey/Ashurst Auditoria Staff black polo shirt, black trousers, black belt, black socks and black shoes (NO OPEN TOES OR HEELS) name tag and position tag. This is the uniform for ALL events in the halls that have participants.

**Maintenance/Training:** Work clothes that are protective. The optimal choice is jeans, t-shirt and leather shoes that will protect against impact (NO OPEN TOES OR HEELS).

The black Ardrey/Ashurst Auditoria Staff polo shirts will be purchased by employees for $20.00 at the conclusion of basic stage and house hand training. Any additional shirts may be purchased for $20.00 each.

**CONTINUATION OF EMPLOYMENT:**

Your employment from one academic year to the next is not to be assumed. If you are interested in continuing to work for Ardrey/Ashurst Auditoria, you must inform management before the end of the school year. Upon returning to the Auditoria, an evaluation will be made in order to decide pay and managerial levels by the TD. Evaluations and pay increases are at management’s discretion and are awarded based on performance.
SAFE WORKING AND LEARNING ENVIRONMENT POLICY FOR NAU

The university has a Safe Working and Learning Environment policy. You all must go onto the Affirmative Action website listed below and review this policy. It will also be posted outside the Ardrey Offices on the bulletin board and in the crew areas. Please come to the Facility Manager directly with any concerns regarding these policies.

http://www.nau.edu/diversity

SEXUAL HARASSMENT TRAINING:

As a student employee of Ardrey/Ashurst Auditoria, you will be required to complete the on-line Sexual Harassment Training also located at the above Diversity website. When you have completed the training you need to print your certificate and turn it into the office within one week of being hired.

EMPLOYEE DISCIPLINE

PURPOSE

Ardrey/Ashurst Auditoria crewmembers are required to conduct themselves in a highly self-disciplined manner, obeying the Northern Arizona University Personnel Rules and Policies, Ardrey/Ashurst Auditoria Rules of Conduct, and Ardrey/Ashurst Auditoria Standard Operating Procedures. In situations where members do not adhere to these expectations, the TD and Facility Manager will take the necessary action to correct the problem.

The following procedure will guide Ardrey/Ashurst Auditoria supervisors and managers in dealing with disciplinary issues. The TD and the Facility Manager can answer questions regarding employee discipline.

GENERAL INFORMATION

It is the policy of Ardrey/Ashurst Auditoria that supervisors bring discipline, performance and/or problems directly to the TD and/or the Facility Manager

Corrective: The supervisor, Technical Director and employee come to an understanding about the causes and/or reasons for an employee’s deficiencies, correct those deficiencies, and restore the employee to a productive and positive employment status.

Progressive: Discipline will normally begin with a verbal reprimand/warning and, when circumstances of separate or related incidents warrant, proceed to written reprimand(s),
suspension without pay, demotion, and finally to dismissal. Depending upon the severity of the offense, the TD may administer any of these forms of disciplinary action regardless of whether or not a lesser form has preceded the action.

The principal objective of disciplinary action is to improve (or correct) performance, efficiency and morale of the crewmember receiving discipline to the benefit of the Auditoria. Disciplinary proceedings and the results thereof are confidential. The supervisor/manager is responsible for maintaining this confidentiality.

Supervisors should keep in mind that the TD and Facility Manager review all disciplinary actions imposed. Input from supervisors is extremely important when disciplinary action beyond a verbal reprimand is being considered.

In most cases, minor job performance problems can be resolved by the supervisor without TD involvement. The supervisor will bring the problem to the attention of the employee, and the employee will make the proper modification in his/her performance. When a serious job performance problem is identified, the TD must decide whether to solve it through:

- Training
- Employee Assistance Services
- Non-Disciplinary Counseling or
- Disciplinary Action (decision made with Facility Manager)

In the event that more than a verbal warning is needed, the TD will be notified by the supervisor and will then be responsible for deciding what course of action is appropriate.

**Payroll and Assignments**

**PAYROLL:**

Ardrey/Ashurst Auditoria Management is responsible for determining the pay rate that each employee receives. The amount that an employee gets paid is determined by commitment, training, qualifications and leadership. There are no set pay rates. All payroll questions and concerns need to be brought directly to the Facility Managers attention. Payroll is processed every two weeks and timesheets are due into the office no later than 8:00 am the Monday of each pay check week. A payroll schedule is posted on the NAU Human Resources webpage and on the bulletin board outside of the main office.
Ardrey/Ashurst Auditoria Employee Agreement:

I, ____________________________, understand that by signing this agreement I have received, read, understand and agree to follow the aforementioned policies and procedures outlined in the NAU Ardrey/Ashurst Employee Handbook.

________________________________
Signed

________________________________
Dated