



When you work for the University of Missouri you can expect the University to do its best to provide good total compensation and good working conditions. You can look forward to the prestige that comes from working for a widely recognized and highly respected institution.

DEFINITION and JOB DESCRIPTION

All Stage Services Supervisors, Event Assistants, and Student Assistants are stagehands first and foremost, and are expected to perform in any necessary capacity related to any event as long as the task is within the crewmember's capability and qualification.

Minimum Requirements

All applicants must hold a high school diploma or equivalent.

Stage Services Supervisor

Stage Services (SS) Supervisors serve the essential functions of crew leaders, project managers, event managers, and/or perform highly skilled tasks in addition to their regular duties as a stagehand. SS Supervisors will independently supervise crews and calls, keeping in mind time and budgetary goals while maintaining the highest quality levels. SS Supervisors will be expected to have proficiency in at least one skill area and leadership capabilities.

SS Supervisors are designated as Department Supervisors and Stage Supervisors; however they can fill any crew position as necessary. A SS Supervisor will hold either of the above designations, but generally not both.

Event Assistant

Event Assistants (EAs) will assist under general direction in the preparation, installation, operation, and removal of productions that come into the BMTPAC. They may also assist with various maintenance and improvement projects as needed. All EAs are general stagehands first, but the successful EA will define themselves through continued development in one or more areas of specialization. All EAs are expected to learn and perform competently the higher skills required to operate the building's many staging and support systems.

Student Assistant

Student Assistants will function much the same as the Event Assistants; however this position is only open to UMSL students and is limited to twenty hours per week.

COMPENSATION and EVALUATION

Workweek

The workweek runs from Sunday 12:00AM to Saturday 11:59PM.

- ❑ Work hours may be called for during any period of time within that workweek. This includes overnights and weekends.

Compensation and Timesheets

Every time an EA starts, stops, or takes an unpaid break on a call, they must sign in or out on their timesheet. "On the clock" breaks and meals should not be signed out, but seen as continuous time.

- ❑ Start times may only be recorded for the EA's actual start time of work.
- ❑ Out times are to be recorded at the time that the EA was released by the supervisor, not the time they left the building.
- ❑ Out times may be adjusted for penalties.
- ❑ EAs must sign their timesheets, as they cannot be processed without this signature.

- ❑ Timesheets will be reviewed and compared to the Daily Labor Log, maintained by the Department or Stage Supervisor.
 - Discrepancies between the Labor Log and the Time Sheet will be resolved by giving deference to the Labor Log.
 - It is in the employee's best interest to ensure that their time is documented correctly by their supervisor.
- ❑ Timesheets will remain on the premises and will be turned into the PAC business office every two weeks.
 - EAs can expect a paycheck on the second Wednesday following the pay period that the work was completed in.
- ❑ All EAs must utilize direct deposit of their paychecks.

Overtime

Any hours worked over forty in a given workweek will be paid at one and one-half times the EA's normal wage.

Evaluations

BMT PAC crewmembers are evaluated on every call. Notes of either excellent or poor performance by any member of the crew are to be written into the Labor Log by the SS Supervisor in charge of that call. Such notes may be included in any crewmember's personnel record and may be used to influence formal evaluations, consideration for advancement, and/or the necessity for disciplinary actions.

- ❑ Any note on an EA's performance will be addressed with that EA and/or the SS Supervisor.
- ❑ Any EA may use the comment cards – located near the timesheets – to offer performance notes.

All EAs will have a formal Performance Evaluation completed in both December and May. The evaluation will be conducted by the full-time technical staff and the Director of Stage Services. Stage Supervisors and Department Supervisors may be consulted on any particular EA for purposes of evaluation. The evaluation will be an objective and scored survey related to the performance of duties appropriate to the level each EA is employed at.

- ❑ EAs will be evaluated in the following categories:
 - Preparedness, Basic and Advanced Skills, Timeliness, Attitude, Professionalism, Teamwork, Motivation, Development [of self], and Overall.
- ❑ SS Supervisors will be evaluated in the following categories:
 - Preparedness, Project Management, Leadership, Advanced Skills, Timeliness, Attitude, Professionalism, Teamwork, Problem Solving, Development [of self], Training [of others], and Overall.
- ❑ Evaluations will rank an EA as Outstanding, Above Expectation, Satisfactory, Unsatisfactory, or Poor.
- ❑ EAs who receive an Unsatisfactory or Poor rating will have their evaluations discussed with them and improvement actions suggested.
 - Any EA achieving a Poor ranking twice or an Unsatisfactory or below rating three times may be terminated.
- ❑ Any EA may have a discussion with the Director of Stage Services about their evaluation at the EA's request.
- ❑ Evaluations are used to determine ranking on the Call List, the potential for Merit Increases (Pay Raises), and consideration for advancement.

Merit Increases (Pay Raises)

All EAs are eligible for consideration for Merit Increases (Pay Raises) based on an evaluation score of at least Satisfactory (an average rating of 3.0).

- ❑ Merit Increases are determined following the December and May evaluation cycles and are recommended in June.
- ❑ All Merit Increases are determined by a "merit pool" that is approved by the University of Missouri.

- ❑ Any increase in wage – whether by Merit Increase or promotion – will normally take effect during the first week in September.
- ❑ Student Assistants are not eligible for Merit Increases.
- ❑ An EA or SS Supervisor must have worked for the PAC for no less than one year as of September 1st to be eligible for a Merit Increase.
- ❑ An EA or SS Supervisor must not have reached the top of their respective pay range.

Promotions

EAs and Student Assistants are eligible for to apply for promotion based upon position availability, and their most recent evaluation score.

- ❑ Application windows will be posted on the callboard.

BENEFITS

Workman's Compensation

EAs are covered by Workman's Compensation and will have payroll taxes deducted from their paychecks.

- ❑ *Note:* Proper procedures must be followed if an injury occurs to insure that the EA will be covered by Workman's Compensation.
- ❑ Immediately report any injury to a supervisor.

Staff ID

EAs should also receive an UMSL staff identification card that provides access to the following campus services:

- ❑ Mark Twain Athletic Center, UMSL Libraries, Discounts on UMSL productions and concerts

Lockers and Break Rooms

A locker/break room is provided for EAs use in the General Services Building (GSB) attached to the Anheuser-Busch backstage area. Lockers in the GSB Break Room are intended only for day use; items should not be left in them overnight.

Additional lockers can be found next to the crew sign-in area.

- ❑ SS Supervisors may claim one of these lockers and use it indefinitely.
- ❑ Remaining lockers may be used by other crew members on a daily basis.
- ❑ Stage Services is not responsible for items left in these lockers; it is the employee's responsibility to supply a lock.

Parking

A parking permit is required to park on UMSL property and may be obtained free of charge from Campus Parking and Transportation with the UMSL Staff ID.

- ❑ Authorized PAC crew parking lots are the GSB Lot and Lot K.
 - The VIP Lot (directly to the North of the MetroLink tracks) is not available to crew, unless designated by the Director of Stage Services.
 - The VIP Lot may be restricted for event personnel only (non-BMTPAC personnel), upon approval of the Director of Stage Services.
- ❑ The designated parking lot will be noted on the Crew Schedule, alongside mention of the event's title, type of call, etc.
- ❑ The Technical Duty Staff, or designee (i.e., the Stage Supervisor), may have updated parking information, and may ask an EA to move their car.
- ❑ The Technical Duty Staff is responsible and authorized to maintain the integrity of the parking lots and dock areas before, during, and following an event.

SCHEDULING and CALLS

Crew Callboard and Website

There is a callboard on which the crew schedule and other notices will be posted located near the crew sign in location. EAs need to check this board often to keep informed of all call time changes, policy changes, and announcements.

The schedule is also posted regularly on the website <http://www.touhilltech.org>.

Calls and Call Minimums

Work periods will be established by "calls." Calls will start at a given time and last for a given duration. EAs may accept or decline calls that are offered to them.

- ❑ There is a four-hour minimum on all initial calls (the first call of the day). Should an individual be cut prior to the fourth hour, the minimum will be paid.
- ❑ Start times listed on the Crew Schedule are almost always firm.
 - On rare occasion, an EA may be asked by the Technical Duty Staff to start a call earlier or later than the posted start time. The appropriate minimum will be in effect from when the EA begins work.
- ❑ End times listed on the Crew Schedule are estimates only. An EA should be prepared for the possibility of remaining beyond what is posted, or being cut prior to what is posted.
- ❑ EAs may be cut from a call on an individual basis at any time regardless of the original call times.
- ❑ EAs may be asked to work on multiple events or projects during any call.

Call Minimum Exceptions

- ❑ "Call-back" – A return to work on the same event on the same day after a break of longer than one hour will constitute a call-back and not a new call. Call-backs are subject to a two-hour minimum.
- ❑ If for some personal reason (classes, tardiness, illness, emergency, etc.) an EA cannot complete an entire call – whether arriving late or leaving early – that EA will not be eligible for the call minimum, but they will be paid for the hours worked.

Scheduling Conflicts

If a scheduling conflict develops, the EA must notify the Director of Stage Services at **314-516-4934 (office)** or **314-488-6263 (cell)** as soon as possible in order for a replacement to be found. If an EA decides that they cannot make a call within 24 hours of the start time, they should attempt to find a replacement themselves, or call **314-516-4935** to leave a message for the Stage Supervisor on duty.

You will be contacted and excused from the call. If you do not get this confirmation, please continue to try to reach a supervisor or attempt to show up for the call.

- ❑ Consistent rescheduling may result in disciplinary action by moving an EA down the call list, or by the removal of an EA's name from the call list altogether.
- ❑ If an EA is fifteen minutes late to a call, they may be replaced at the discretion of the supervisor in charge of that call.
 - Tardiness and absenteeism will not be tolerated. Habitual tardiness or absenteeism will warrant disciplinary action and ultimately may result in removal of an EA's name from the call list.
- ❑ Once a call has been made, the BMT PAC Stage Services Department will make every attempt to honor that call; however, sometimes circumstances surrounding an event or work call will necessitate a change in call times, personnel, or a cancellation of that call.

Covering Calls

If an EA is called in – when not scheduled – to cover a call that is open due to another EA not arriving or having to leave early, the covering EA is eligible for the call minimum of four hours starting at their time of beginning work on the covered call.

- ❑ The covering EA will assume the responsibilities of an appropriate crew position – based on their skill set and qualifications – for the duration of the call. This position may or may not be the one of the EA being covered.

- ❑ If the covering EA is already working in the PAC, transferring to cover another call constitutes a new call – eligible for appropriate minimums – and not a continuation of the previous call.

Call List

Calls are offered based on a call list that is maintained by the Director of Stage Services. EAs are generally ranked based on skill level, availability, attitude, determination, experience, leadership qualities, and demonstrated high performance levels as documented in biannual evaluations.

- ❑ The higher an EA is ranked on the call list, the more opportunities to work will be offered, thus increasing income potential.
- ❑ EAs are responsible for keeping their contact and scheduling information current with the Director of Stage Services and UMSL Human Resources Department.

Departments and Crew Positions

Event Assistants will be assigned to crew positions and departments depending on their skills and the needs of particular events. It is to each EA's advantage to gain skills in as many departments and crew positions as possible, as this will increase the likelihood of being called.

There are five departments within BMT PAC Stage Services:

- ❑ Management – Stage Supervisors, Security, Hospitality, Runners, Truck Loaders
- ❑ Staging – Carpenters, Flymen, Riggers, Properties, Deck Crew
- ❑ Electrics – Electricians, Board Operators, Spot Operators
- ❑ Audio / Video – Audio Hands, Sound Board Operators, Audio Engineers, Cameramen, Video Engineers
- ❑ Wardrobe – Dressers, Wig/Hair Stylists

All EAs are considered stagehands first and foremost and as such are expected to work in any department regardless of how called if the need arises.

Training

Occasionally, the PAC will offer formal – as well as informal – departmental training opportunities. Please seek the Director of Stage Services to inquire about upcoming availability. Some training is only offered on a volunteer basis. It is to every EA's, Student Assistant's, and EA Trainee's benefit to be trained in as many skills as possible.

- ❑ The greater an EA's skill base, the more calls that EA could be offered.

Certain crew positions may require equipment- or procedure-specific training in order to ensure proper usage and safety. Qualifying assessments will be given periodically by a designee of the Director of Stage Services.

- ❑ Qualified and advanced ratings are tied to a demonstrated skill base; failure to maintain demonstrated competency in an area may result in the removal of a rating.
- ❑ In-house qualification is required for the following positions:
 - Flyman
 - Rigger
 - Use of fall arrest harnesses

Advanced training is recommended for the following positions:

- ❑ Light Board Operator
- ❑ Audio Engineer
- ❑ Video Engineer
- ❑ Cameraman

Note: Contract workers will not be required to undergo the internal training system at the Touhill Performing Arts Center. It will be generally assumed that when a contract worker is called for work in a specific area they will possess the proper training and expertise to generally operate the equipment. Touhill staff will always be on hand to give advice on particular procedures or house equipment.

SUPERVISION and CALL HIERARCHY

Supervisors

There are three levels of supervisors within Stage Services that may be assigned to an event. Please be aware of who is holding these positions on a particular call as they will provide direction and help if needed. Not all supervisors will be present on every call, and one individual may hold more than one supervisory position per call.

- ❑ Building Duty Staff – This is a full-time staff member from the Touhill PAC tasked with overseeing the building as a whole and monitoring all facility-level departments: Front of House, Stage Services, Building Support Staff, catering, and so on.
- ❑ Technical Duty Staff – This is a full-time staff member from the Stage Services management team who normally will be assigned to generally assist and oversee events, as well as the building as a whole. On rare occasion, there will not be a Technical Duty Staff in the building; all issues then will be directed to the Building Duty Staff.
- ❑ Stage Supervisor – This supervisor is responsible for the direct administration and organization during an event. The Stage Supervisor is the liaison between the organization and the BMTPAC. They will provide access, labor management, quality control, and policy enforcement.
 - The Stage Supervisor is responsible for coordinating breaks and meals, managing the use and condition of the stage areas and dressing rooms, as well as the general flow of the event from the “In” through to the “Out.”
 - The Stage Supervisor may direct the crew, call the show, and generally function as a Stage Manager on certain occasions (if the organization does not provide Stage Management).
 - They may be a working member of the crew.
- ❑ Department Supervisor – This supervisor provides leadership to small departmental groups working within a larger call or independent work calls. They will provide project management, quality control, labor management, and policy enforcement.
 - On non-events, the Department Supervisor will coordinate breaks and meals, and manage equipment and stage areas.
 - They are working members of the crew.

Call Hierarchy

- ❑ Non-Events (preps, work calls, changeovers, etc.)
 1. Technical Duty Staff (or Building Duty Staff)
 2. Department Supervisor
 3. Crew
- ❑ Events (including ins, shows, outs, etc.)
 1. Technical Duty Staff (or Building Duty Staff)
 2. Stage Supervisor
 3. Department Supervisor
 4. Crew

WORK RULES

Professional Conduct

It is expected that each EA will act with the highest level of professionalism at all times. This includes dealing with other employees, supervisors, venue users, students, and the public. Use of offensive language or gestures may result in disciplinary action. Diversity and tolerance are trademarks of a great organization.

Breaks

Breaks are only called by the Stage Supervisor (during events) or the Department Supervisor (during non-events). The supervisor will announce the break, how long the break shall be, and when the break is over. No EA is permitted to go on a break without approval of the supervisor.

EAs assigned to remote crew positions, wearing protective clothing or equipment, or working in extraordinarily dirty conditions should be provided a reasonable time to return to a normal state prior to the commencement of a break.

- ❑ Restroom use for hand-washing, etc. is only to be conducted on a break, or with the approval of the supervisor.
- ❑ Cell phone use, personal use of a computer, etc. is only to be conducted on a break, or with the approval of the supervisor.

Rest Breaks and Rest Penalties

A paid fifteen-minute rest break will be normally given at approximately two and a half hours from the beginning of a call or from the continuation of a call after a meal break.

- ❑ If a rest break is not given during the call, then a penalty of thirty minutes will be added to the end of the call.
- ❑ A rest break may be waived by the crew in order to complete a call faster.
- ❑ During a performance, rehearsal, festival event, or load-out, formal rest breaks will not be observed; individuals should be allowed to take breaks at times as available in the natural progression of the event either during the downtimes or intermissions.

Meal Breaks and Meal Penalties

A meal break will be given after no more than five consecutive hours of work, or at the most logical point within a call at the discretion of the Stage Supervisor or Department Supervisor.

- ❑ On calls that will obviously be longer than the four-hour minimum, a meal break may occur within the first four hours of the call, depending on the event needs.
 - The four-hour minimum will not be observed for the time worked up to the time of the break, unless the break is greater than one hour. In that case, the four-hour minimum will be honored, and the continuation of the call will be considered a call-back.
- ❑ The meal break may be given as a thirty-minute paid break, or a one-hour unpaid break.
- ❑ Should a meal break not be given after five hours, a penalty of double time will be added to the end of the call per individual for all time worked past five hours.
 - This penalty will be in effect until a meal break is given or the individual is cut.
- ❑ A crew, with the permission of the supervisor, may elect to waive a meal break and add thirty minutes to the end of a call in order to complete a call faster.
 - When a meal break is waived, the meal penalty will not apply.

Dress Code

Wear appropriate clothing to all calls. Appropriate clothing should cover a majority of the body and not be loose. Pull hair back, and have no items left dangling (jewelry, etc.). Never wear open-toed shoes to any call, and never take off shoes.

- ❑ Show clothes are defined as long black pants, a plain black shirt (no obvious logos or writing which may be visible from the audience), and black shoes. Preferably, the shirt would be long-sleeved.
- ❑ Concert dress is black dress slacks, appropriate black shoes for stage work (no dress shoes or heels), and a white button-up, long-sleeve shirt.
- ❑ Hats may not be worn during a show or rehearsal call.
 - All EAs are required to wear their PAC-issued ID badge whenever working in the PAC.
- ❑ If an EA does not have the appropriate clothes for a Show Call, they will be considered unprepared for work.
 - The EA may be asked to find a change clothes, or may be removed from the call.

- EAs removed from a call will not get the call minimum, but will be compensated for hours worked.

Personal Tools

The BMT PAC maintains a fair amount of hand tools and safety gear. The PAC does not require an EA to provide their own personal tools; however, it is recommended that an EA come to a call with at least a multi-tool, crescent wrench, and pen.

- If an EA chooses to bring in their personal tools, it is that EAs responsibility to maintain security of their own equipment.

Cell Phones

Cell phone calls should not be made nor answered while on a call. If there is a potential emergency, please let the supervisor know.

- Cell phones must be turned off during any Show call.

Food

Food is only to be purchased and consumed during break times and not while on a call. Drinks – in containers with lids – are allowed at appropriate times during calls. Dispose of trash in the appropriate receptacle.

SAFETY and SECURITY

Safety and Security is everyone's responsibility. If there is something of concern, let the supervisor know. If it is an obvious emergency, take appropriate action immediately.

Backstage Access

All of us have a responsibility to keep the building and workplace secure and safe.

- If someone is in or around the theater, or in the hallways that does not appear to be in the right place, let the supervisor know.
 - The only authorized personnel permitted in the Touhill PAC are UMSL maintenance, custodial, and employees of the PAC, as well as tour personnel and catering staff. All other persons must remain outside of the work area.
 - Certain individuals who have been issued a pass will be permitted backstage following an event; these pass-holders are the only exception to access restrictions. However, these people must be respectfully kept in a predetermined area and escorted to and from that area by appropriate personnel.
- If doors are unlocked, let the supervisor know.
- If anything does not appear secured that should be, let the supervisor know.

Rigging Systems Operation

All rigging systems (including the A-B counterweight system, motorized linesets, chain motors, and hemp-style linesets) in the Touhill Performing Arts Center will be operated by Touhill-qualified Flymen, or by individuals who are under direct supervision of a Touhill-qualified flyman. These non-qualified individuals may be part of the event company, or may be an EA who is under evaluation for flyman qualification.

A list of Touhill qualified Flymen and Riggers will be posted next to each primary rigging area for quick reference. Crewmembers with a Flyman or Rigging qualification may be primarily called to work in another department but can carry out Flymen duties as needed. Crewmembers called primarily as Flymen or Riggers may be asked to help other departments when not fully engaged in their primary tasks.

Only one Flyman may be designated as the Flyman Supervisor at any one time in a given theater. They alone will authorize and direct the movement, weighting, balancing, and inspecting of all stage rigging sets in their theater.

When loading weight on the counterweight system, a minimum of two Flymen shall be called. One Flyman shall be called to operate and test lines from the deck.

- There must be one Flyman for every non-qualified crewmember in these positions.

When setting temporary rigging points there will always be two crewmembers up (one of which must be a qualified Rigger) and a qualified Rigger on the ground.

Fall Protection

Several fall protection devices are provided by the Touhill Performing Arts Center, but their proper use and determination of use remains with each crewmember.

- The Touhill Performing Arts Center recommends using fall protection in the following areas:
 - FOH lighting catwalk – horizontal lifelines installed
 - FOH rigging beams when working off the catwalk system
 - Overstage gridiron
- Should a fall occur, the fall protection systems should prevent serious injury and should stabilize the situation.
 - The fire department should then be contacted by dialing 911 to conduct rescue operations.
 - Crewmembers should not attempt a rescue unless directed by emergency personnel.

Contract workers are required to provide their own fall arrest harnesses and attachment systems. This may include contract workers working in the capacity of riggers, flymen, or electricians.

GENERAL POLICY

Smoking

Smoking is not allowed in any UMSL building. Smoking is allowed during work breaks as long as it is done outside and in designated areas. Dispose of cigarette butts in the proper receptacles.

Alcohol and Illegal Drugs (UMSL – Staff Handbook)

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited on all University-owned or controlled property and at University sponsored or supervised activities. Violations of this policy may result in discharge or other discipline in accordance with University policies and procedures covering the conduct of faculty, staff and students. The University has an obligation to provide a healthy and safe environment for all students, employees and visitors to its campuses.

The University offers the following resources to employees and students: education and information about the dangers of drugs and alcohol abuse in the workplace; programs which address unlawful controlled substance and alcohol use, including personnel actions that may result from such violations; self-referrals, as well as supervisory referrals, to drug and alcohol counseling and rehabilitation programs available through the Employee Assistance Program and/or community agencies.

- Therefore, should an EA possess or be under the influence of these forbidden substances at work, they will be immediately suspended, which will, upon thorough review of the circumstances, result in disciplinary action, up to and including termination of employment.

Discrimination, Sexual and other Harassment (UMSL – Staff Handbook)

The University of Missouri, in accord with providing a positive discrimination-free environment, mandates that sexual harassment in the workplace or the educational environment is unacceptable conduct. Sexual harassment is subject to discipline, up to and including separation from the institution.

Sexual harassment is defined as: unwelcome sexual advances or request for sexual activity by a University employee in a position of power or authority to an employee or a member of the student body, or other unwelcome verbal or physical conduct of a sexual nature by a University employee or a member of the student body to an employee or a member of the student body, when: submission to or rejection of such conduct is used explicitly or implicitly as a condition for academic

or employment decisions, or the purpose or effect of such conduct is to interfere unreasonably with the work or academic performance of the person being harassed, or the purpose or effect of such conduct to a reasonable person is to create an intimidating, hostile or offensive environment.

The University prohibits retaliation against any person who brings an accusation of discrimination or sexual harassment, or who assists with the investigation or resolution of sexual harassment. The University may discipline an employee or student who has been determined to bring an accusation of sexual harassment in bad faith.

Resignations and Terminations

If an EA no longer wishes to be offered calls, they may notify the Director of Stage Services in writing to remove their name from the call list.

The call list will be periodically purged of EAs who have not actively been called for at least six months, have presented considerable scheduling conflicts, or have consistent Unsatisfactory or Poor ratings on their formal evaluations. An EA will receive at least one warning in writing before their removal from the call list. These actions may be temporary, or they may be permanent resulting in separation from University employment.

Progressive Discipline

The practice of progressive discipline will be used whenever possible to correct behavior or work performance problems.

- ❑ At first an informal conversation will be had with the EA to identify the concern and suggest any corrective actions.
- ❑ Should that step fail, a formal oral warning will be given with a notation in the EA's personnel file.
- ❑ Should the concern persist, a written warning will be given to the EA clearly identifying the problem, corrective actions, and a timeframe for improvement.
- ❑ If the terms of the written warning are not met, the EA may be terminated.

Comments, Complaints, and Concerns

Any concerns with these employment policies or the enforcement thereof should be directed to the immediate supervisor on site. If the situation is not resolved, the issue may be taken to the Director of Stage Services.

Comments about policies, practices, supervisors, fellow EAs, or improvement suggestions may be dropped off in the crew comment box located in the crew lockers next to the sign in desk.