SP Shift Drops and Swaps

SP Drops:
When an SP confirms for a session, it is their responsibility to work that session. In return, iCELS has a responsibility to compensate them as agreed upon in the confirmation.

If an SP knows ahead of time that they will not be able to work on a scheduled date, they should immediately drop the shift in WhenIWork.

In the case of an emergency and an SP is unable to work a scheduled session, the SP should contact the Event Manager immediately and drop the shift in WhenIWork. If the Event Manager cannot be reached immediately, the SP should leave a voicemail message explaining the situation, then call the main office line at 774-455-3700 to speak with someone directly. This line is for internal use only and goes directly to the iCELS reception desk. It will be answered during iCELS standard business hours: 8:00am-4:30pm, Monday-Friday. If a voice message is left during business hours, it will be returned promptly, so SPs should wait for a call back.

If an SP needs to cancel due to an emergency occurring outside of business hours, they should immediately call the iCELS Emergency Line at 508-340-1564. If no one answers, the SP should leave a voicemail explaining the situation. The SP should also follow up with an email to the Admin Manager and Event Manager.

SP Swaps:
If an SP knows up to 3 business days ahead of time that they will not be able to work on a scheduled date, they may decide they wish to trade dates by initiating a swap in WhenIWork. The shift will remain in the SP’s schedule until the swap has been accepted by another SP.

If the SP is unable to make a swap, the next step is to notify the Event Manager of the situation. This notification must be given at least 3 business days before the project. The office staff will work with the SP to find a suitable replacement.