

If I decline calls will you stop offering me work?

No. Absolutely not. Saying *no* to a job won't keep us from calling you again. Not responding or ignoring requests for job offers will make it less likely for you to get more offers because you are unresponsive.

If I don't respond to a call in a timely manner, what happens?

Most likely, you will be removed from the offer of work. If this become habitual, you may receive less offers of work. Not responding is not the same as saying **NO**, and when you fail to respond, you make it harder for us to fill calls quickly and efficiently.

What is the "two-hour rule"?

The amount of time from when the dispatcher or business agent messages you to the time you need to respond with a yes or no answer. If you need more time than two hours text the dispatcher and tell them you need more time. This is always okay, we just need a response of some kind.

What should I have with me on every call?

Original documents to fill out new hire paperwork and direct deposit information. Familiarize yourself with I-9 requirements and what to bring, though usually it is a license and social security card or a passport. You also need to have basic tools (at a minimum a crescent wrench, multi tool, flashlight, gloves and a hard hat) and a set of black clothing in case you are added to a show call.

Who should I call if I am running late to a call?

Contact your steward as soon as you know you may be late (i.e. traffic, etc). Most steward phone numbers are available on this website or at iatse322.callsteward.com on your job page. If you cannot reach your steward, contact the dispatcher.

Who should I contact if I want to be on a specific call?

The dispatcher is your point of contact for this, and she will do her best to fulfil your request as long as it fits within rotation and the needs of the event. Please use the *wishlist* feature, as it assists the dispatcher filling calls in a timely manner. It is not necessary to ask the business agent about this, as he is not the person actively filling calls.

What if you offer me a call at one venue, when I'd prefer to work at another?

Pass on the call you were offered and then text the dispatcher that you would prefer to be at the other venue. While we can not guarantee to move you to your preferred venue, we will try. It's much easier to make requests before assigning calls.

Who should I contact with questions about my check?

Anne Taylor is our payroll administrator. She can be reached at ataylor@ia322.com.

What is the difference between PASS and DECLINE?

PASS means you do not want to work the call that has been offered to you. DECLINE means that you not available to work at all on that particular day. If you have to go to a wedding, or work your other job, or will be out of town, use the DECLINE button. PASS is for when you were offered to work the N*Sync concert when really you were hoping to work the load in of CATS.

If I PASS a call will you offer me another call on the same day?

Possibly, but it is not guaranteed. If you really want to work that production of CATS then make sure you text the dispatcher and say "Hey, I'd rather work CATS then N*Sync if possible." We like to allow you to work WHERE you want to work, but often the needs of the show come first and requests can't always be fulfilled.

What is the "Call timer" and why do you mention it in SMS messages?

The call timer is a feature of callsteward.com that allows us to put a countdown timer on every call we offer. If you don't respond to the call in a timely manner, it is automatically removed from your schedule and we continue offering work to other people until the call is filled.