



# **HEADQUARTERS HOURS OF DUTY/WORK SCHEDULES**

**Supervisor Presentation**

**November 2010**

# Agenda



- Available Work Schedule Options at Headquarters
- General Overview of Hours of Duty
- Requirements for Each Work Schedule Option & the Process for Requesting Tour Changes
- Supervisor and Employee Responsibilities/Expectations
- Managing Work Schedules

# AVAILABLE WORK SCHEDULE OPTIONS AT HEADQUARTERS

**Standard (Traditional)Tour**

## **Alternative Work Schedules**

Compressed: 5-4/9

-Flexible Work Schedules: Flexitour, Variable Week & Maxiflex

## **Irregular Tours of Duty**

-First Forty

-Intermittent

# GENERAL OVERVIEW OF HOURS OF DUTY

- Headquarters business hours are from 8:00 a.m. to 4:30 p.m., Monday through Friday
- Regularly scheduled work hours are scheduled between 6:00 a.m. and 6:00 p.m.
- FT & PT employees are placed on a Standard Tour upon entering NASA Headquarters
- All full-time and part-time employees are eligible for the Alternative Work Schedule options (includes GS, SES, STs, SLs, and ADs)
- Each tour/work schedule has a basic work requirement which is the number of hours and days an employee is required to work in a pay period or otherwise account for their time by charging earned leave/time
- Each tour/work schedule has a different basic work requirement and criteria which are not interchangeable

# GENERAL OVERVIEW OF HOURS OF DUTY (Con't)

- All work schedules include a 30-minute lunch period if scheduled to work 8 or more hours a day
- Keep in mind the balance of work with personal needs – minimize stress in the workplace
  - Limit schedule of 12 hours days to not more than 3 consecutive days
- Employees may telework under any of the work schedule options

# STANDARD TOUR

- Work scheduled Monday through Friday, 8:00 – 4:30, 8 hours a day
- Allowed up to a 60 minute lunch period
- Once approved, there is no flexibility in arrival or departure time or unpaid lunch period
- Ineligible for glide time, flexilunch, credit hours, or non-workdays
- Holidays: Entitled to 8 hours of basic pay (PT entitled to the number scheduled to work, NTE 8 hours)
- WebTADS: Will depict the 8-hour days and specific arrival/departure times once entered; will show an error if more than 8 regularly scheduled work hours are entered

# COMPRESSED WORK SCHEDULE (CWS): 5-4/9

- 80 hour bi-weekly basic work requirement worked as eight 9-hour days, one 8-hour day, one non-workday (RDO)
- Allowed up to a 60 minute lunch period
- Select arrival/departure time between 6:00 a.m. and 6:00 p.m.
- Once approved, no flexibility in arrival or departure time or unpaid lunch period
- Ineligible for glide time, flexilunch, or credit hours; core hours do not pertain to CWS
- **WebTADS:** Will depict the RDO and the 9-hour and 8 hour days as well as the arrival/departure time of the scheduled days once entered; will show an error if more than 9 or 8 regularly scheduled hours are entered on the specified 9 or 8 hour day

# COMPRESSED WORK SCHEDULE

## (CWS): 5-4/9 (Con't)

- **Overtime/Compensatory time:** hours of work directed/approved by the supervisor in excess of the CWS. If an employee must work on his/her RDO, the employee shall:
  - be paid overtime/compensatory time for hours worked in excess of 80 hours if order/approved;
  - be directed by the supervisor to change the RDO to another day in the same pay period; or
  - request to change their RDO to another day in the same pay period
- If the RDO is changed, the modification must be documented in WebTADS by the end of the first week of the pay period

# COMPRESSED WORK SCHEDULE

## (CWS): 5-4/9 (Con't)

- **Holidays:** Entitled to the hours of pay for the amount of time scheduled to be worked (i.e., either 8 or 9 hours)

-If the holiday occurs on a full-time employee's RDO, the RDO becomes the preceding workday ("in lieu of" holiday), except in the event the holiday occurs on a Monday, in which the RDO becomes the following workday.

-Part-time employees are not entitled to "in-lieu of" holiday if a holiday falls on a non-workday

- **Building closures:** Excused absence will be granted for the number of hours scheduled to work – 9 or 8 hours. If it's your RDO, you will not receive excused absence – there is no "in lieu of" day for building closures

# FLEXIBLE WORK SCHEDULES (FWS): GENERAL REQUIREMENTS

- All work schedules need to be pre-established in advance of the start of a pay period (i.e., specific hours/days to be worked)
- A Headquarters Flexible Work Schedule Agreement (for Variable Week and Maxiflex) is used to document the work schedule (not required for Flexitour)
- **Core hours and days:** those hours/days when all employees on a FWS are required to be present for work or otherwise be accounted for by leave or other approved absence
  - Headquarters Core Hours: From 9:00 a.m. to 3:00 p.m.
  - Core Day(s) designated by the supervisor
- Supervisors are encouraged to make every effort to schedule meetings and other special activities during core hours – but may require employees to be present outside of core hours if there is a business reason to do so

# FLEXIBLE WORK SCHEDULES (FWS): GENERAL REQUIREMENTS (Con't)

- Employees are expected to adjust their schedules to meet the organization's needs even if meetings/activities are outside of core hours
- **Flexible Time Bands:** Time period during which employees may select their arrival and departure time and the time period credit hours may be earned
  - Arrival times from 6:00 a.m. to 9:00 a.m., Monday through Friday
  - Departure times from 3:00 p.m. to 6:00 p.m., Monday through Friday
  - Earning of credit hours: Between 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m., Monday through Friday **AND** 6:00 a.m. to 7:00 p.m. on Saturday and Sunday
- **Glide time (available for Variable Week or Maxiflex only):** the actual arrival time may be varied 30 minutes before or after an employee's established arrival time, as long as:
  - the arrival occurs no earlier than 6:00 a.m. and no later than 9:00 a.m.; and
  - the departure time is adjusted an equivalent amount of time that same workday and does not extend beyond 6:00 p.m.

# FLEXIBLE WORK SCHEDULES (FWS): GENERAL REQUIREMENTS(Con't)

- **Flexilunch (available for Variable Week or Maxiflex only):** where an employee may extend his/her lunch period an additional 1 ½ hours on *any given workday*, but must adjust the arrival and/or departure an equivalent amount of time that day as long as the work is performed between 6:00 a.m. and 6:00 p.m.
- **Credit Hours:** hours which an employee voluntarily elects to work in excess of his/her basic work requirement to vary the length of a workday or workweek
  - Appropriate work must be available and must be requested by the employee and approved in advance by the supervisor. May be approved verbally or in writing on either a daily, weekly, biweekly or projected basis (there is no mechanism in WebTADS to request the earning of credit hours)
  - Can only be worked within the flexible time bands established for earning credit hours -- may be worked at the duty station or as part of a telework agreement
  - Employees are not entitled to overtime, night, Sunday, or holiday premium pay since credit hours are at the election of the employee

# FLEXIBLE WORK SCHEDULES (FWS): GENERAL REQUIREMENTS (Con't)

-Employees are not entitled to credit hours if they stay late or work more than their scheduled work hours without prior approval from the supervisor

-SES employees are not eligible to earn credit hours

-Cannot be converted to overtime or compensatory time (if “ordered/approved” to work, the employee can elect to record as credit hours)

-Must be earned before they are used; cannot be advanced; may be earned and used within the same pay period or in another pay period

-No limit on the number of credit hours that an employee may earn in any pay period; supervisors may establish a limitation

-Can accumulate more than 24 hours during a particular pay period but cannot carry over more than 24 hours from one pay period to another (carryover for PT employee is not to exceed one-quarter of their biweekly work hours)

# FLEXIBLE WORK SCHEDULES (FWS): GENERAL REQUIREMENTS (Con't)

-No limitation on the use of earned credit hours in a pay period, but use must be requested and approved in advance

-Credit hours in excess of the allowable carryover at the end of the pay period are automatically forfeited. Excess of the allowable carryover does not automatically mean that the use of credit hours will be approved – organizational needs are paramount

-Payment or liquidation of credit hours is made when an employee:

- separates from NASA (hours will transfer to another Center);

- transfers to another Federal agency;

- changes to another tour of duty which does not permit the earning/use of credit hours (PODA-3 required); or

- converts to an SES appointment (PODA-3 required).

# FLEXIBLE WORK SCHEDULE (FWS): GENERAL REQUIREMENTS (Con't)

- **Modifications (Variable Week and Maxiflex only):** permissible to adjust hours due to workload demands, unanticipated meetings, or personal emergency *if approved or directed by the supervisor* - document changes on the Agreement
  - Modifications may not be possible because the original schedule may have been approved based on other staff members' schedules and/or organizational needs. In these cases, overtime/compensatory time or credit hours would be charged for the extra time worked, or leave or other earned time charged for the unexpected absence.
  - Modifications cannot be made to a Flexitour work schedule since it's a fixed schedule
- **Holidays:**
  - Flexitour:** Full-time employees entitled to 8 hours of basic pay; part-time employees are entitled to the number of hours scheduled for the day that is designated as a holiday

# FLEXIBLE WORK SCHEDULE (FWS): GENERAL REQUIREMENTS (Con't)

**-Variable Week and Maxiflex:** Entitled to 8 hours of basic pay (PT entitled to hours scheduled, NTE 8 hours). If a holiday falls:

*--on an established workday of more than 8 hours, a deviation must be made to the work schedule so that no more than 8 hours are recorded on the designated holiday with the extra hours made up on another workday within the same pay period to meet the 80-hour requirement. Or, you may record 8 hours on the holiday and record earned leave/time or LWOP for the hour(s) scheduled to work over 8 hours on the holiday*

*--on an established workday of less than 8 hours, a deviation must be made to the work schedule so that 8 hours are recorded on the designated holiday and an adjustment of hours made on another workday within the same pay period to meet the 80-hour requirement*

# FLEXIBLE WORK SCHEDULE (FWS): GENERAL REQUIREMENTS (Con't)

--*on a day scheduled to be off*, a deviation must be made to the work schedule so that 8 hours are recorded on the designated holiday and the preceding workday becomes the non-workday (except in the event the holiday occurs on a Monday, in which the non-workday becomes the following day). In addition, an adjustment of hours may be needed on another workday within the same pay period to meet the 80-hour requirement

--Deviations are only to be made to accommodate for a holiday in a pay period and are documented in the comment section of the employees' timesheet in WebTADS

- **Building closures:** Excused absence will be granted for the number of hours scheduled to work that day. If it's your non-workday, you will not receive excused absence – there is no “in lieu of” day for building closures
  - **Overtime/Compensatory Time:**
- Flexitour:** hours of work directed/approved by the supervisor in excess of 8 hours in a day

# FLEXIBLE WORK SCHEDULE (FWS): GENERAL REQUIREMENTS (Con't)

-**Variable Week and Maxiflex:** hours of work directed/approved by the supervisor in excess of 8 hours in a day or 40 hours in a week. If the hours ordered to be worked are *not in excess of 8 hours* in a day or 40 hours in a week at the time performed, the employee may be permitted to:

--modify the work schedule and take time off from work on a subsequent workday for a period of time equal to the number of extra hours of work ordered;

--voluntarily complete the basic work requirement as scheduled and count the extra hours of work ordered as credit hours; or

--complete the basic work requirement as scheduled with the resulting hours worked beyond the employee's basic work requirement compensated as overtime hours

-The hours must be documented in WebTADS according to the option permitted above

# FLEXITOUR

- 40 hours per week, Monday through Friday, 8 hours a day
- Allowed up to an additional 1 ½ hour lunch period
- Select arrival time between 6:00 a.m. and 9:00 a.m., and departure time between 3:00 p.m. and 6:00 p.m.
- Once approved, no flexibility in arrival or departure time or unpaid lunch period
- Eligible to earn credit hours; ineligible for glide time, flexilunch, or non-workdays
- WebTADS: Will depict 8-hour days and specific arrival/departure times once entered; will show an error if more than 8 regularly scheduled work hours are entered

# VARIABLE WEEK

- 80 hours biweekly; contains core hours on *each workday*, Monday through Friday
- Minimum number of regularly scheduled hours per week: not less than 30 (PT-16)
- Maximum number of regularly scheduled hours per week: not more than 50 (PT-32)
- Regularly scheduled workday shall be no more than 10 hours, nor less than 6 hours (PT there is no minimum daily work hour requirement)
- At least a 30-minute lunch period is included in each scheduled day, if scheduled to work 8 or more hours
- Select arrival time between 6:00 a.m. and 9:00 a.m. And departure time between 3:00 p.m. and 6:00 p.m.

# VARIABLE WEEK (Con't)

- Schedules are pre-establish and approved on the HQ Flexible Work Schedule Agreement before the beginning of a pay period
- Employee is either present during scheduled hours, days and during the core hours or otherwise accounted for by leave or other approved absence
- Absences/leave is charged based on an employee's established schedule on the day of the absence/leave
- A modification to an employee's biweekly work schedule may be permissible due to an unanticipated work demand or if an emergency arises if approved by the supervisor
- Eligible for glide time, flexilunch, and credit hours; ineligible for non-workdays
- WebTADS: Will not depict the pre-established schedule; will only show an error if less than 80 hours of regularly scheduled work is not entered

# MAXIFLEX

- 80 hours biweekly; contains core hours on *fewer than* 10 workdays (PT is less than 80 hours)
- Minimum number of regularly scheduled hours per week: not less than 30 (PT-16)
- Maximum number of regularly scheduled hours per week: not more than 50 (PT-32)
- Regularly scheduled workday shall be no more than 10 hours, nor less than 6 hours (PT there is no minimum daily work hour requirement)
- Must be in a duty status during core hours for a minimum of 4 days a week (allows 2 non-workdays a pay period)
- At least a 30-minute lunch period is included in each scheduled day, if scheduled to work 8 or more hours
- Select arrival time between 6:00 a.m. and 9:00 a.m. and departure time between 3:00 p.m. and 6:00 p.m.

# MAXIFLEX (Con't)

- Schedules are pre-established and approved on the HQ Flexible Work Schedule Agreement before the beginning of a pay period
- Employee is either present during scheduled hours, days and during the core hours or otherwise accounted for by leave or other approved absence
- Absences/leave will be charged based on an employee's established schedule on the day of the absence/leave
- A modification to an employee's biweekly work schedule may be permissible due to an unanticipated work demand or if an emergency arises if approved by the supervisor
- Eligible for glide time, flexilunch, non-workdays and credit hours
- WebTADS: Will not depict the pre-established schedule; will only show an error if less than 80 hours of regularly scheduled work is not entered

# FIRST FORTY

- Option used only when it is impracticable to prescribe a regular schedule of definite hours of duty for each work day of a regularly scheduled administrative workweek
- Requirement is based on organizational needs, not an employee's preference
- Offered to all SES employees; may be by approved by their first-level supervisor
- Non-SES employees are approved by the Director, HQ HRMD on a case-by-case situational basis and only for the duration of the situation (PT employees are not eligible)
- As much as practicable, an anticipated work schedule is required in advance of the pay period

# FIRST FORTY (Con't)

- First 40 hours is performed within a period of not more than 6 of 7 consecutive days
- Leave usage does not exceed 8 hours in any one day. If in a leave status the entire week, the employee is charged with 40 hours of appropriate leave; any time less than 40 hours in a week is charged to an appropriate leave category
- Ineligible for glide time, flexilunch, or credit hours

# PROCESS FOR REQUESTING TOUR CHANGES

- Changes to tours require a Headquarters Work Schedule (Tour) Change Request at least 15 days prior to the proposed effective date – supervisors may establish a different timeframe
  - for Variable Week or Maxiflex a Headquarters Flexible Work Schedule Agreement is required along with the tour change request
- Once approved enter the schedule into WebTADS -- the tour/work schedule is intended to be permanent and should not be changed for at least 2 pay periods – supervisors may establish a different timeframe
- Approvals/disapprovals are documented on the above form(s) and retained by the supervisor or the organization's WebTADS Point of Contact
- Approved work schedule changes must be recorded in WebTADS no later than the end of the first week of the pay period in which it is in effect

# PROCESS FOR REQUESTING TOUR CHANGES (Con't)

- An AWS may permanently or temporarily be denied, modified, changed or revoked at any time based on such issues as:
  - seasonal workloads
  - staffing issues
  - overtime considerations
  - performance/conduct issues
  - non-compliance with HQPR 3600.1 or office procedures
  - employee work assignment changes (e.g., transfer, promotion, detail)
  - new supervisor
  - other (training, travel, workshops)
- If a work schedule request cannot be accommodated, discuss with the employee and explore possible alternatives. Denials need to be documented with the work-related reasons and, if applicable, when the employee might reapply or what actions the employee must take to improve his/her chance of approval

# SUPERVISOR AND EMPLOYEE RESPONSIBILITIES/EXPECTATIONS



# SUPERVISOR RESPONSIBILITIES/EXPECTATIONS

- Ensure adequate coverage of programs/activities during Headquarters business hours such as:
  - Ability to meet deadlines and other program needs
  - Ability to handle inquiries from the public, NASA Centers, and other agencies and organizations expeditiously
  - Ability to provide office representation at essential meetings
  - Ability to maintain clerical, technical, and/or professional support for needed office functions
  - Ability to handle occasional or recurring peak workloads
- Communicate internal procedures for requesting changes to tours or modifications to work schedules, lunch periods, credit hours, leave, etc., as well as any special procedures and coverage requirements that may apply in your organization – should be in writing

# SUPERVISOR RESPONSIBILITIES/EXPECTATIONS (Con't)

- Approve work schedules based on the operational needs and resources of your organization, but be as flexible as possible in accommodating the work/life needs of your employees
- Ensure that requests are approved in a fair and equitable manner – restrictions, denials or terminations need to be based on business or mission-related reasons
- Evaluate work schedules periodically to ensure they do not adversely impact productivity or organizational needs and resolve issues -- this may include changing or modifying tours/schedules
- Certify each pay period that the time and attendance reported for each employee is accurate

# EMPLOYEE RESPONSIBILITIES/EXPECTATIONS

- Follow the office procedures for requesting work schedule changes and modifications within the specified timeframes
- Work with their supervisor and co-workers to develop a work schedule which balances their organization's work requirements with their personal needs
- Understand that due to specific job requirements, the same degree of personal choice may not be possible for every employee
- Ensure that any details or concerns regarding work activities are clarified with the supervisor and they understand the supervisor's expectations
- Ensure that their productivity and overall responsibilities are fully met at all times

# EMPLOYEE RESPONSIBILITIES/EXPECTATIONS

- Be available for meetings during business hours even if their attendance would interfere with their normal work schedule
- Report to work on time and adhere to the agreed upon days/hours of work in accordance with their approved work schedule
- Work to earn credit hours only when they have legitimate work to do; monitor their credit hours to make sure they don't forfeit surplus hours
- Ensure time worked and leave/time taken is accurately recorded in WebTADS, including any approval to work overtime, compensatory time, and/or credit hours
- Understand that performance or conduct issues may jeopardize approval of AWS requests or continuance in an AWS

## Managing Work Schedules



- First identify:
  - the operational needs of your organization
  - the customer needs of your organization
  - the work/life needs of your employees

# MANAGING WORK SCHEDULES – Communication is the Key

- Establish in writing office procedures and guidelines for work schedules and discuss with your staff specific items such as:
  - timeframe for submitting requests to change work schedule tours – or is the 15-days OK
  - once approved, timeframe for requesting a change in tour – or is 2 pay periods OK
  - requesting approval for the earning of credit hours – verbal/e-mail; any restriction to the number of hours permitted to earn on workdays, weekends, or when teleworking
  - requesting approval for the use of credit hours – verbal/e-mail; any restriction to the number of hours permitted to use during a pay period
  - how do you want requests made for work demand & emergency modifications; provide examples of acceptable requests
- Establish written procedures or processes for functions/activities and place on the shared drive
- Discuss with your staff the organizational and customer needs and your expectations as to their accountability and performance; allow for and encourage problem solving

# MANAGING WORK SCHEDULES

- Communicate approved work schedule arrangements to the entire staff and other appropriate individuals and place on your shared drive – include travel and training
- If possible, approve work arrangements as a “pilot” to be re-assessed after 4-6 weeks to see if the organization’s needs are being met -- additional tweaks may be needed, or the flexible arrangement may need to end because:
  - business needs or coverage needs change;
  - valid negative customer feedback occurs;
  - performance or attendance deteriorates;
  - organization staff shortages occur;
  - schedules are too disruptive to the work unit
  - increase in overtime or compensatory time required.
- Regularly evaluate the effectiveness of arrangements and discuss with your employees any issues

# REFERENCES

- HQPR 3600.1 located at [http://nodis3.gsfc.nasa.gov/hq\\_Lib/hq\\_Doclist.cfm](http://nodis3.gsfc.nasa.gov/hq_Lib/hq_Doclist.cfm)
- Reference material located on HQ Human Resources Management Division Website: [http://www.hq.nasa.gov/office/hqhr/work\\_schedules.html](http://www.hq.nasa.gov/office/hqhr/work_schedules.html). Click on the Work Schedule Tab.
  - Comparison Chart of Available HQ Work Schedules
  - Sample Work Schedules for Variable Week and Maxiflex
  - Examples for Recording Holidays
  - Frequently Asked Questions
- Questions: Angie McDonald [angela.mcdonald-1@nasa.gov](mailto:angela.mcdonald-1@nasa.gov) or 358-0485  
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