CONVENTION REGISTRAR STAFFING POLICIES
Effective February 10, 2017

VisitPITTSBURGH is pleased to offer uniformed registration staff for convention groups and small group meetings. Personnel are qualified to perform as greeters and room monitors, as well as data entry registrars, cashiers, supervisors, and information table representatives. Personnel are bonded and insured.

Requests must be received, preferably one month prior to the start date and addressed to:
Barbara L. Hollie, Destination and Visitors Services Manager
Destination Services Department, VisitPITTSBURGH
Fifth Avenue Place, 120 Fifth Avenue, Suite 2800
Pittsburgh PA 15222-3099
Phone: (412) 325-0286       Fax: (412) 644-5512
Email: barb.hollie@visitpittsburgh.com

Please include the following information in your request:

1. Type of job to be performed: 5. Whom to report:
2. Number of personnel requested: 6. Billing contact:
3. Dates and hours personnel are required: 7. Billing address:
4. Where to report:

Estimate of Charges:
Once the request for registration staff has been processed, the client will be sent a PROPOSED SCHEDULE OF REGISTRAR HOURS (PSRH) detailing the estimate of costs based on the number of registration hours requested.

Minimum Hours
All shifts must be scheduled for a four (4) hour minimum per employee, per day.

Hourly Rates
$25.00 Computer Tasks/Supervisory Positions
$22.00 Non-computer Tasks

Overtime
Overtime is charged when personnel work more than 40 hours in a workweek or on one of the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. The workweek starts on the first day of work. The standard rate is 1-1/2 times the base rate.

Breaks/Lunch
For every four hours worked, a 10-minute break is given. If the employee works between five and nine hours, they are given a 30-minute meal break. If more than nine hours are worked, employee will be given two 30-minute meal breaks. For payment purposes, meal and break periods are considered hours worked.

Invoicing
At the end of the scheduled work period, the meeting planner will sign a time sheet verifying the registration hours. The meeting planner will be sent a copy for their recordkeeping purposes. Invoicing for hours worked will be sent to the planner after completion of the event.

Cancellation
If it is necessary to cancel registration personnel less than 24 hours prior to the scheduled start time, a 4-hour minimum fee will be charged for each person scheduled. Cancellations made on-site fall under this policy as well.