General Expectations

Your Team Leader will review general expectations with you that cover any nuances particular to the team you are assigned to, however here are some general guidelines:

- 8-5 EST schedule with a one-hour lunch
- Schedule flexibility will be requested as early as possible and approved by your Team Leader
- Arrange own PTO coverage
- Overtime is expected if ads go past deadline until work can be passed to 2nd shift
- Overtime will also be avoided, when possible, by implementing best practices for organization, prioritization and working ahead.
- Overtime needs will be cleared with a Team Leader
- Participation in group discussions and meetings is highly encouraged
- Enabling video during meetings is highly encouraged
- Contributing to an inclusive team environment where others feel safe to share their thoughts and ideas openly is required.
- Supporting each other and other teams with coverage when needed

Time off
- Planned PTO:
    - Enter PTO requests as early as possible
    - Attend coverage planning meetings
    - Secure coverage for the dates you will be away
    - Alert their reps about when you'll be away and who is covering
    - Prepare any clients for your absence if needed
    - Provide detailed coverage notes about the ads you will have on deadline while you are away and things your coverage person may need to know
    - Set an out of office reply on your personal inbox
    - Reschedule or cancel any meetings planned during your time away
- Unplanned PTO:
    - Reach out to the Team Leader as soon as the request is needed
    - If possible, clarify what level of coverage will be required
    - If possible, set an out of office email on their personal inbox
    - If possible, cancel any planned meetings
    - Upon return, enter PTO for time needed

Providing coverage
- CEAs will:
    - Know if they are providing reactive coverage only or both proactive and reactive
    - Be aware of any ads on deadline

- Provide a coverage summary for the CEA on PTO for any updates or outstanding issues that occurred during the coverage period
- Carefully follow any coverage or wiki notes provided
- Handle coverage clients/reps as you would your own
- Flag any non-urgent messages that were not attended to