Table of Contents

Communication Guidelines for PA's and Supervisor

The Supervisor, Production Coordinator, will conduct regular checkins with the Production Assistant to see how production work is going. This can include direct emails, or messages within RT.

Along with this online orientation documentation, the Production Coordinator will also arrange additional support via email, phone, or video chat throughout the training process.

This additional support will last the first 2 months of employment, after which the employee will be expected to work more independently.

All production related questions are to be posted the Q&A section of the wiki.

Communications around a specific title can also be posted directly in RT using the Comment function. See Production 101 for more information.

After training is complete, the Production Assistant will continue to make regular checkins on progress. This will include direct comments in the RT ticket of a book to see how progress is coming, and general emails every two weeks to check in on overall performance and allow the opportunity for employees to communicate with questions or concerns directly with the Supervisor.

If there are special circumstances, such as death in the family, or illness, the employee can contact the Production Coordinator directly via email to discuss how this will impact their workflow.

The Production Coordinator can also make time for phone or video calls depending on the nature of the situation. This will only occur if the nature of the question or issue requires this additional support.