



**When I Work<sup>®</sup>**

# The 4 Apps You Need for This Job

When I Work



Our scheduling app,  
unique to the host  
department

Workday



Clock in and out.  
Paystubs.  
Onboarding.

Mammoth  
Connect



Daily updated  
important  
information – this  
app is only for  
employees

Mammoth



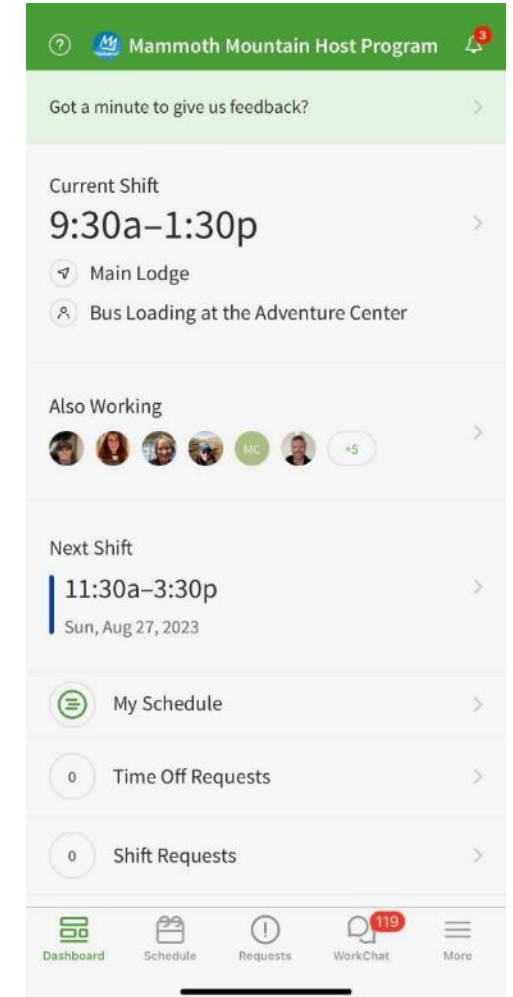
Public Mammoth  
app, shows lift  
status, open trails,  
grooming updates,  
and more



# When I Work is the phone app/website we use for scheduling

You will use it for the following purposes:

- Checking your schedule
- Submitting your availability
- Communicating with your coworkers about swapping shifts
- Submitting shift swap and drop requests
- Signing up for open shifts
- Signing up to work various special events, participate in ski clinics, trainings, and more



# Scheduling for the Host Department is Very Difficult!

- Scheduling for our department is extraordinarily complicated
- We schedule approximately **180 employees** who all **work part time covering 30-40 shifts per day at 5 different locations** while accommodating many personal preferences
- We need every host to do their part to make scheduling a little easier
- Your part involves submitting your availability for the **first 15 days of the next month by the 10<sup>th</sup>** of each month, and the **second 2 weeks by the 20<sup>th</sup>**.
- Example: By November 10<sup>th</sup>, you will submit your availability for December 1<sup>st</sup> – 15<sup>th</sup>. By November 20<sup>th</sup>, you will submit your availability for December 16<sup>th</sup> – 31<sup>st</sup>. You can always submit early if you already know your plans for the month.
- The schedule will be released twice per month covering 2 weeks at a time
- **On our host website** under “Shift Information”/“Safety Topics and Max Days”, **include notes about your preferences**
- You can ALSO include notes on When I Work when submitting your availability
- For example, if you don’t live here and are coming up to work for a week, and you’d like to work every day, include that in your notes so we can schedule you for more shifts while you’re here

# Availability

- If your availability isn't submitted by the 10<sup>th</sup>/20<sup>th</sup>, you will not be scheduled for any shifts for the following month
- For each day of the month, you will choose whether you're available or unavailable
- If you're not sure if you'll be available, leave it blank. If you're pretty sure you won't be available, mark yourself unavailable. You can always change it to available at a later time
- If the schedule is released and you are not scheduled for a day that you had marked available and your personal plans change, you can change that day to "unavailable" as long as you aren't assigned a shift already – also please do this
- It is very common for us to call you during busy times to ask if you can pick up a shift – we base these calls on your marked availability. It saves us both time if you update your days to "unavailable" or "available" as your personal schedule changes



# Quiz Time!

- What are some things you will use When I Work for?
- When is your availability due?
- What should you do if your personal schedule changes after you've submitted your availability?
- Where can you submit notes about your work preferences?

# Shift Examples in the Host Department

We can schedule you for single, double, or triple shifts. Let us know what you prefer in your shift notes

## Morning Shifts

- 7:15a - 10:30a PARKING
- 7:30a - 10:30a GUEST SERVICES AM
- 8a - 10:30a LODGE HOST - AM
- 8a - 11a VILLAGE GONDOLA AT MOUNTAIN...
- 8a - 1p MORNING TAMARACK
- 8:45a - 1:45p ELEVEN53 ...
- 9a - 1p MOUNTAIN HOST

## Day Shifts

- 10a - 2p LODGE HOST - DAY
- 10a - 3p ELEVEN53 ...
- 10:30a - 2:30p DAY TAMARACK
- 10:30a - 1:45p GUEST SERVICES
- 11:30a - 3:30p SAFETY TEAM

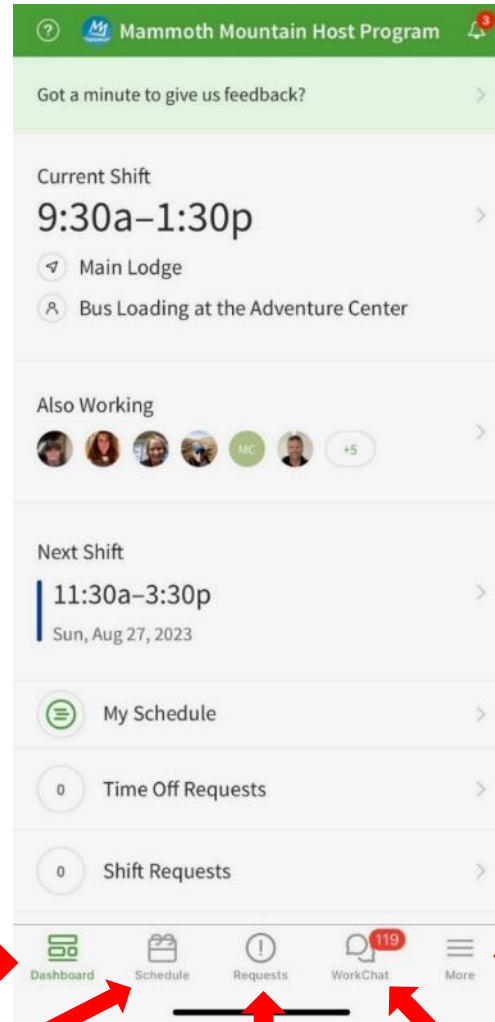
## Afternoon Shifts

- 12p - 4p MOUNTAIN HOST
- 12p - 4p AFTERNOON TAMARACK
- 1p - 5p ELEVEN53 PM
- 1:30p - 4:45p GUEST SE...
- 2p - 4:30p RED LINE AT THE VILLAGE
- 2p - 4:30p LODGE HOST - ...
- 2:30p - 5p WOOLLY'S SATURDAY PARTY
- 3p - 5p VILLAGE GONDOLA AT CANYON



# Navigating the App

Play around with the app – try clicking different things and see where they lead. Nothing bad will happen, we can always undo anything!



Home page, see your next shift and access your schedule

Access all schedules & open shifts

You can use this to look at Open shifts

Chat with your coworkers

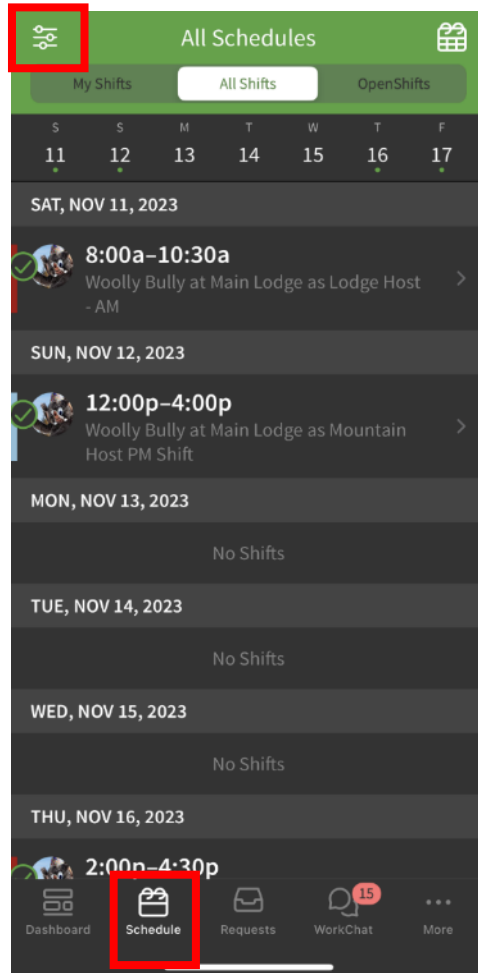
Access your profile, alert settings, availability, coworker info, log out



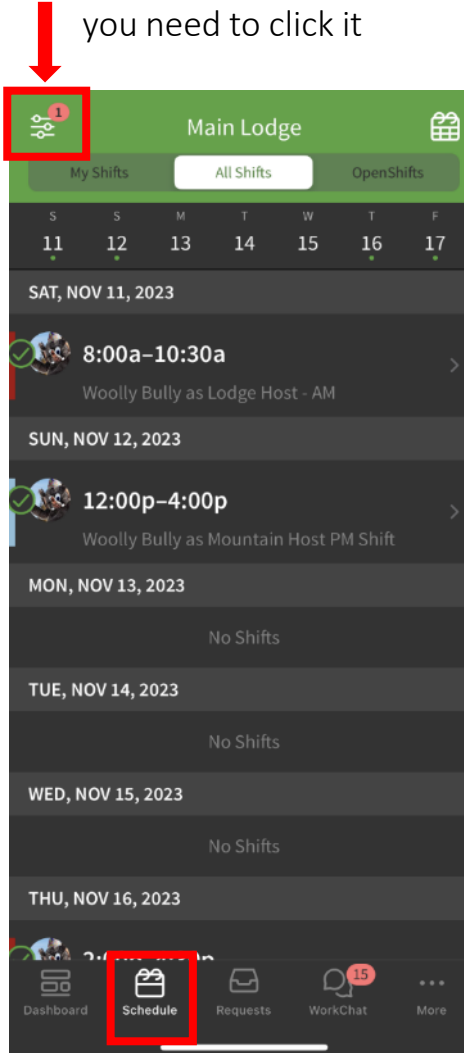
# All About Filters – Important Info!

**ONLY if you are looking for an open shift or the schedule at a specific lodge should you use this**

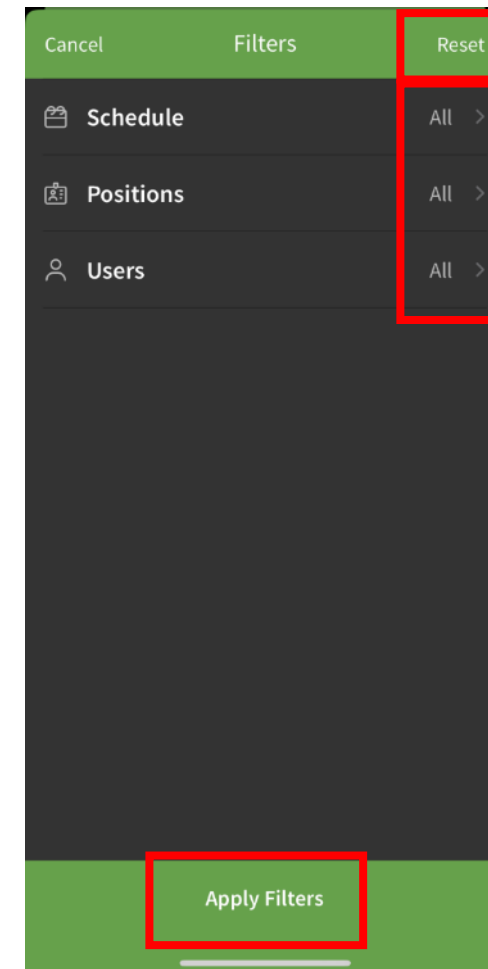
This filter icon should always look like this / with no number next to it



If there is a number here, you need to click it



These should each say “All”  
If they don’t, click “Reset”  
Then “Apply Filters”



If you have a filter on, it will prevent you from seeing anything that doesn’t fit into that filter

For example, if you have the schedule set for “Main Lodge” instead of “All”, you will **ONLY** see the shifts at Main. If you have a shift at Canyon, you will not see it with the filter on

Ensure you keep filters off unless you’re searching for something

Make sure to hit “Apply Filters” to save any changes

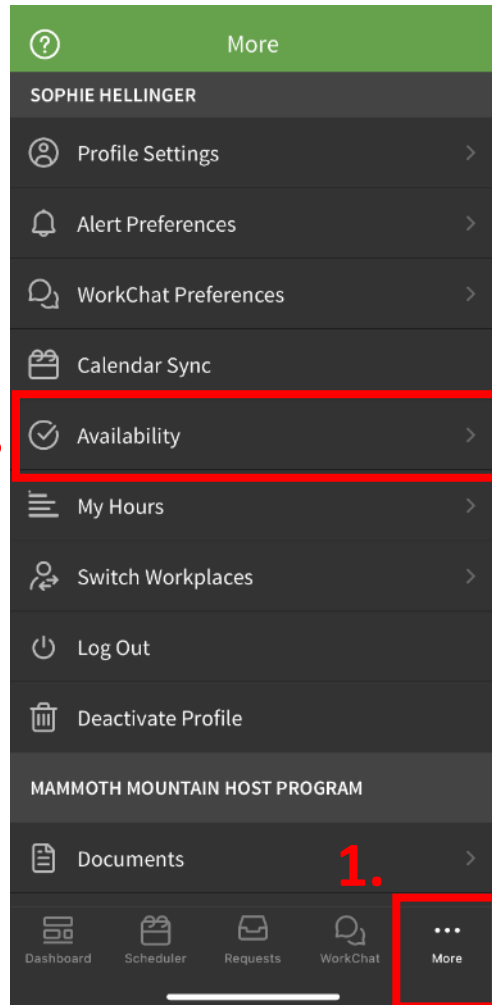
# Quiz Time!

- Where can you go on the app to see your schedule?
- What will you use WorkChat for?
- What should you do if you see a number next to the filters icon?
- How do you save your filter preferences?

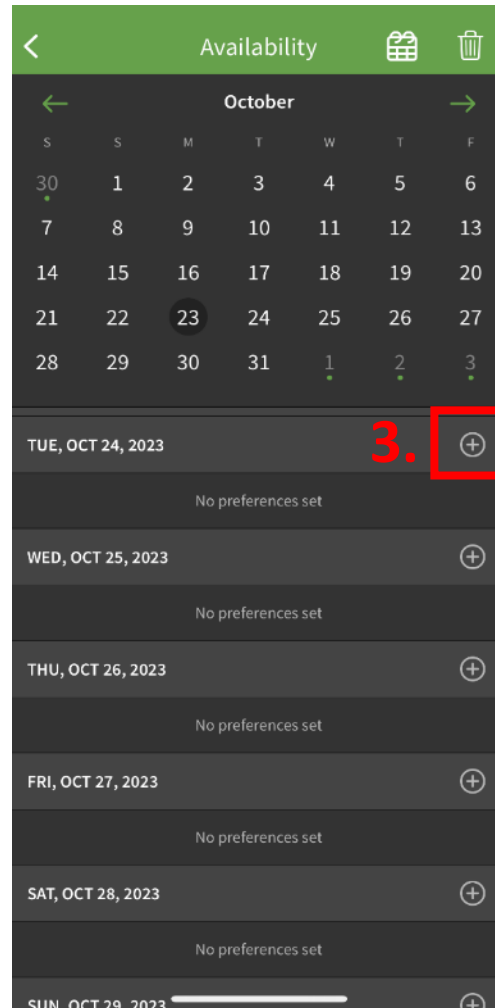
## Submitting Your Availability

# Submitting Availability on Your Phone

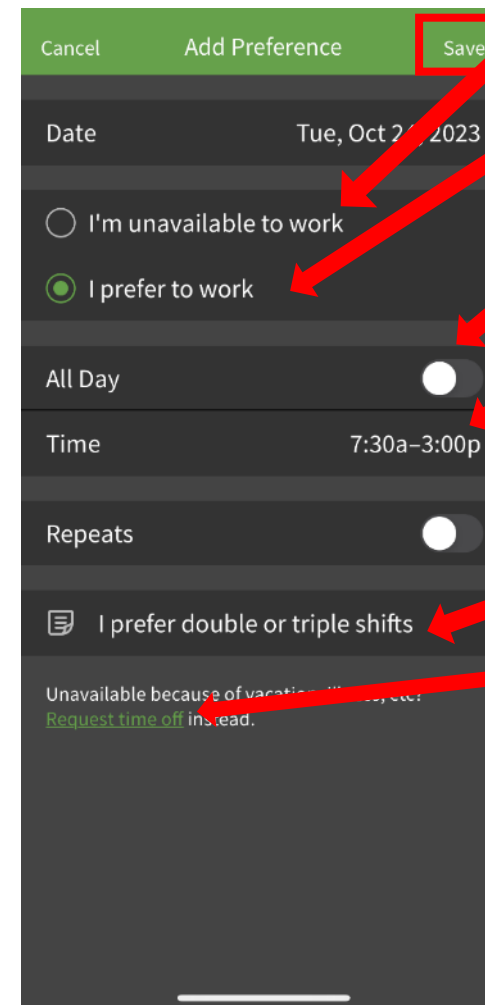
Start by clicking “More”  
on the bottom right  
Then “Availability”



Find the right day and  
click ⊕ to start adding  
your availability



Make sure you click  
“Save” on the top right  
when you’re done



- This means we will not schedule  
you for that day

- This means you may be scheduled  
for that day

If you are fine starting/ending  
your shift anytime, click the “All  
Day” switch so it’s green

- If you only want to work between  
certain hours, put that under the  
“Time” – the default is 9:00-5:00,  
make sure to change it

- Write any shift preferences in  
the “Add note” area

- Never use this. Use “I’m  
unavailable to work” instead. In  
an emergency, call the office

Continued on next slide

# Submitting Availability on Your Phone Continued

Cancel Add Preference Save

Starts Thu, Oct 26, 2023

☒ I'm unavailable to work  
☐ I prefer to work

All Day ☒

Time 12:00a–11:59p

Repeats ☒

Every Week

On Sun, Mon, Thu, Fri, Sat >

Ends Tue, Oct 31, 2023

I prefer double or triple shifts

Unavailable because of vacation, illness, etc?  
[Request time off](#) instead.

If you would like to have a regular schedule, you can use the “Repeats” toggle to set that up

Select the “Week” option, then you can select which days of the week you would like this to repeat on

Then select the end date, which would typically be the last day of the month but can be any day

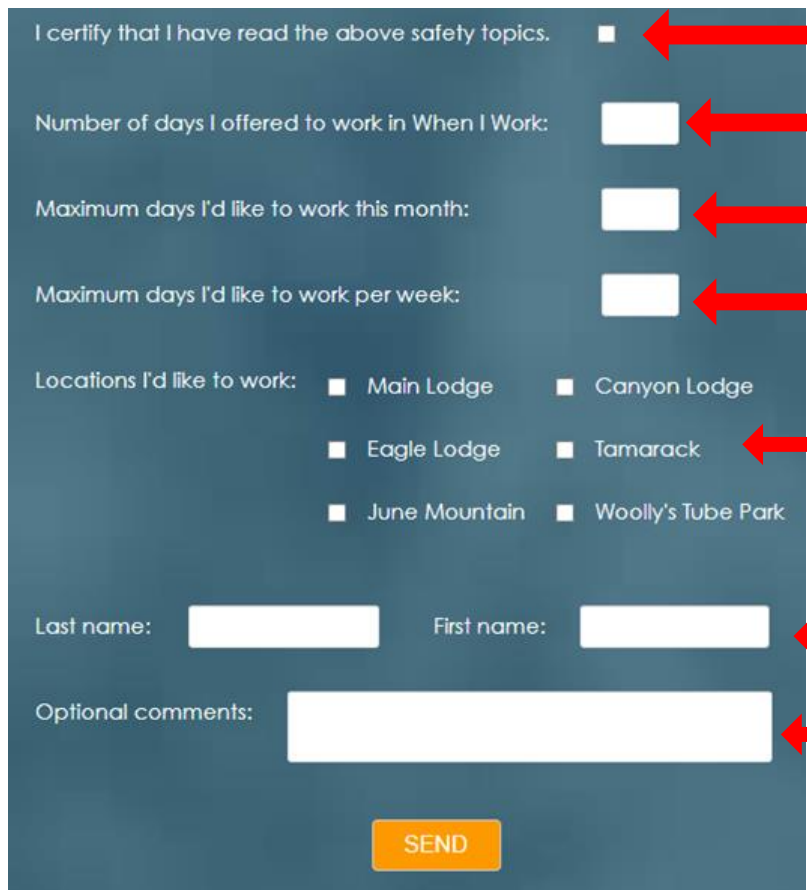
You can do any amount of repeats. If you’d like every Monday, Tuesday, Wednesday off, mark yourself unavailable and have it repeat every one of those days every week

< Repeat Weekly On

|           |   |
|-----------|---|
| Sunday    | ✓ |
| Monday    | ✓ |
| Tuesday   |   |
| Wednesday |   |
| Thursday  | ✓ |
| Friday    | ✓ |
| Saturday  | ✓ |

# Submitting Availability Part 2 - Host Website

This is due at the same time as your availability twice a month. This is MANDATORY along with When I Work. Failing to fill this out may count against your 60 available days for the season



I certify that I have read the above safety topics. ☐

Number of days I offered to work in When I Work:

Maximum days I'd like to work this month:

Maximum days I'd like to work per week:

Locations I'd like to work:

|                                        |                                             |
|----------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Main Lodge    | <input type="checkbox"/> Canyon Lodge       |
| <input type="checkbox"/> Eagle Lodge   | <input type="checkbox"/> Tamarack           |
| <input type="checkbox"/> June Mountain | <input type="checkbox"/> Woolly's Tube Park |

Last name:  First name:

Optional comments:

Read the safety topic, then check this box

Number of days you marked yourself available in When I Work

Maximum days you're willing to work in a month

Maximum days you're willing to work per week – you will not be scheduled for more than this

Check the locations you're willing to work

Write your full name, last name first

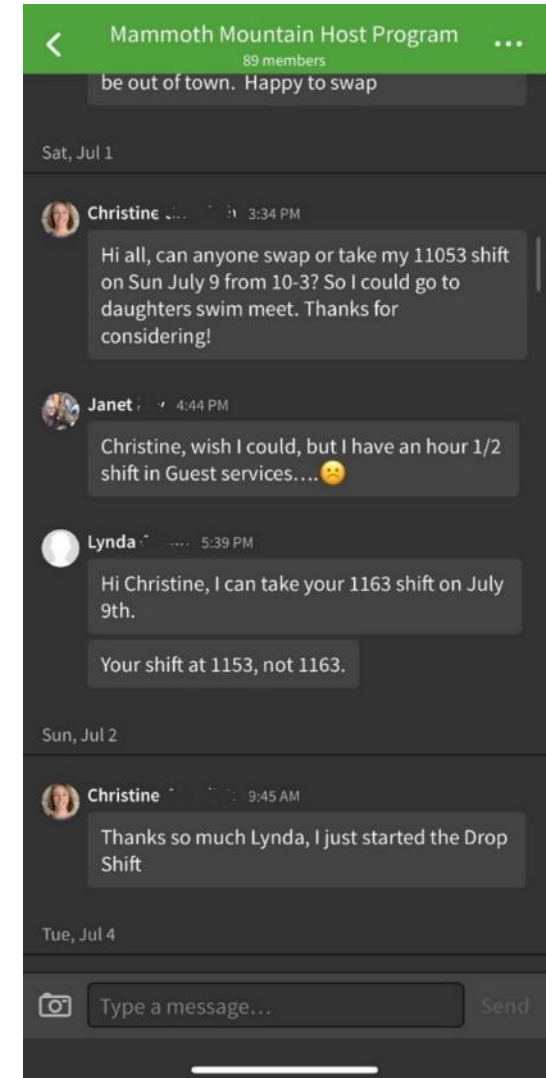
(Optional) Add any comments such as "I'd really like to work 1153", or "I'm here for a week and would like to work every day I marked available"

# Quiz Time!

- You just opened the When I Work app and you're already logged in. What is the first thing you'll click to find the place to submit your availability?
- Once you click "Availability", how do you start adding it in?
- What days of the month do you need to submit your availability by?

# Swapping or Dropping Shifts

- **You are responsible** for finding a replacement for your shift if you can no longer fulfill it since all assigned days are made based on your availability
- You will initiate this shift swap by **sending a message in the Host WorkChat** to all of the hosts asking if anyone can swap shifts with you (called a Swap) or they may simply take your shift without giving you one of theirs (called a Drop)
- You can also contact people individually if you see that they are available for that day
- If someone agrees to take your shift, **you initiate** the shift swap or drop (see next slide)
- The **only** situation in which you would contact a supervisor is if you have taken **all of these steps** and are still unable to find someone to take your shift, or you have an emergency situation

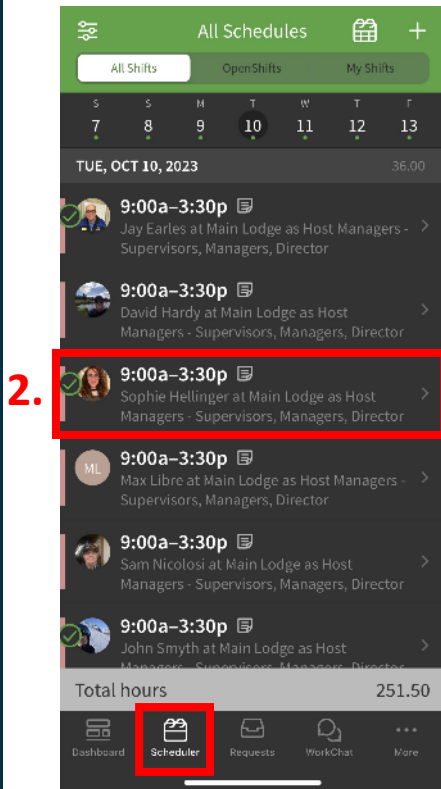




# How do I Initiate a Shift Drop on my Phone?

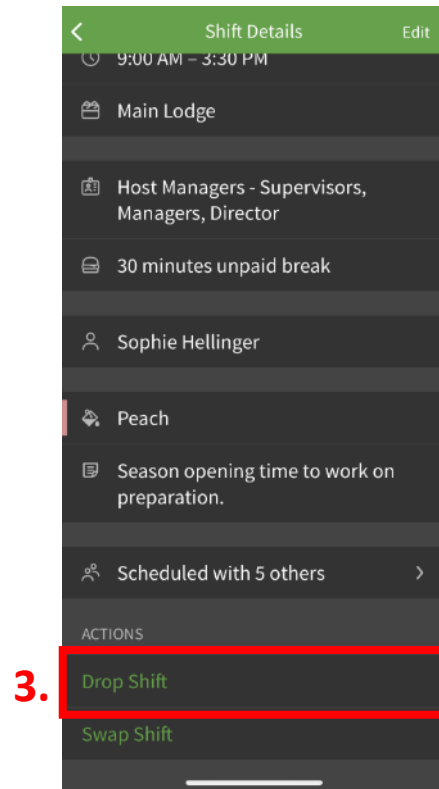
If someone agreed to take your shift without giving you one of theirs, you will use the “Drop Shift” button

Start by selecting **your shift** that you need to drop



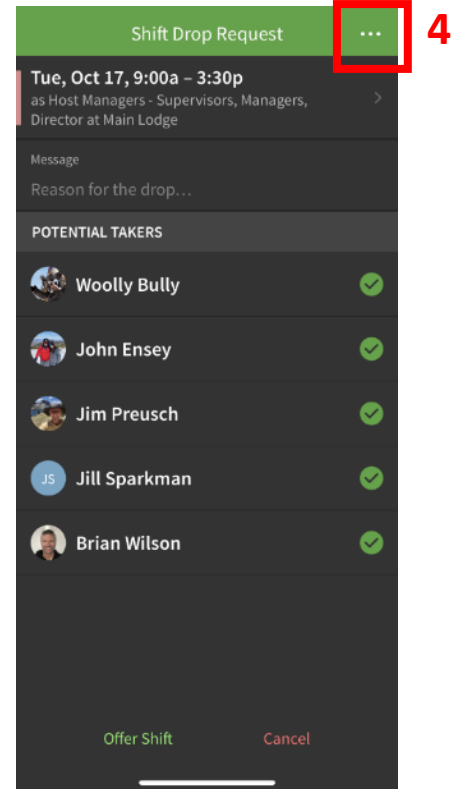
1.

Scroll down to the bottom and click “Drop Shift”



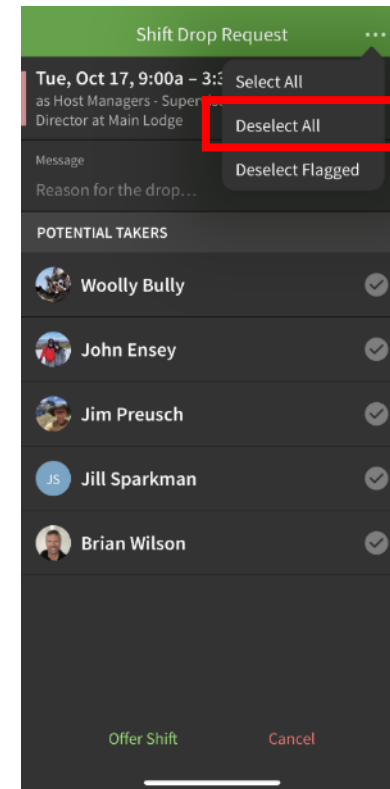
3.

Notice how everyone is selected. This is NOT how it should look. Click the 3 white dots



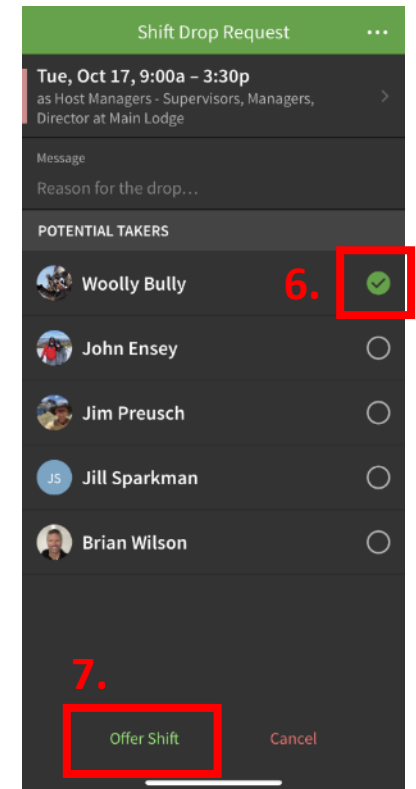
4.

**THIS IS VERY IMPORTANT:** Click “Deselect All”



5.

Now select the 1 person you spoke with about taking your shift and click “Offer Shift”



6.

7.

Offer Shift

Cancel

# Quiz Time!

- What is the first thing you do if you just realized you can no longer fulfill a shift you were assigned to?
- What is the difference between swapping and dropping a shift?
- What would make your request get automatically denied?

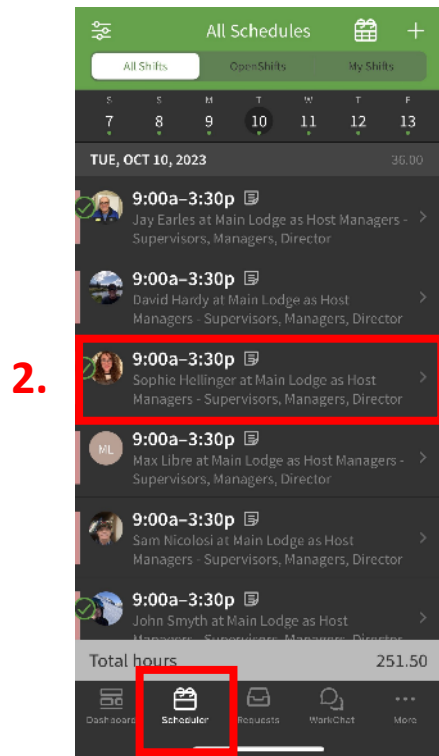
# How do I Initiate a Shift Swap on my Phone?

Start by **selecting your shift** you need to swap

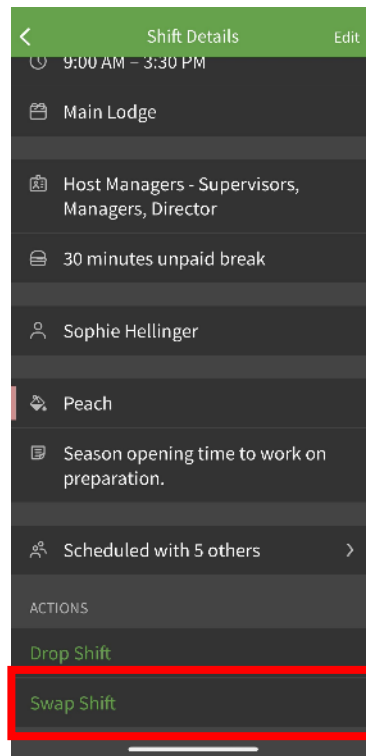
Scroll down to the bottom of this page and select "Swap Shift"

VERY IMPORTANT: click DESELECT ALL

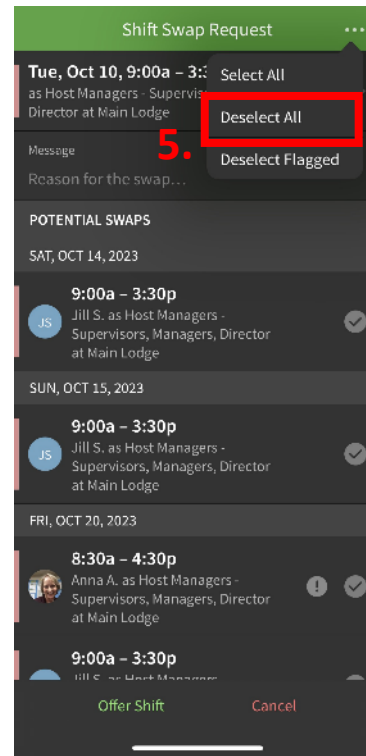
After Deselecting All, click on the 1 person you spoke to about swapping shifts and you will see a green check on their name



1.



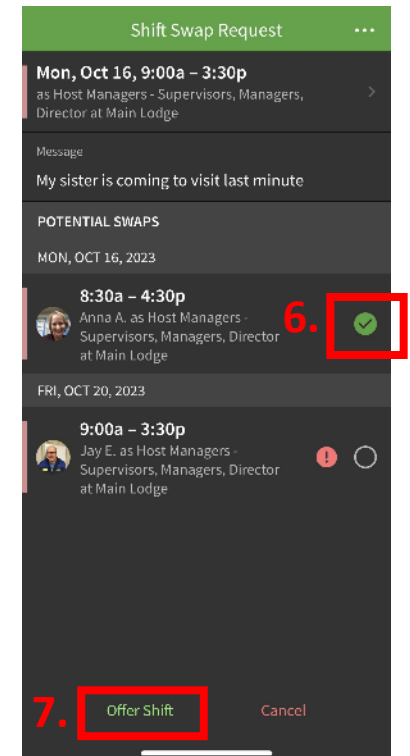
3.



4.

Click these 3 white dots to open the Deselect option

**\*\* If you submit a shift swap and more than 1 person is selected, your request will be denied \*\***



7.

# Finding Your Coworker's Info

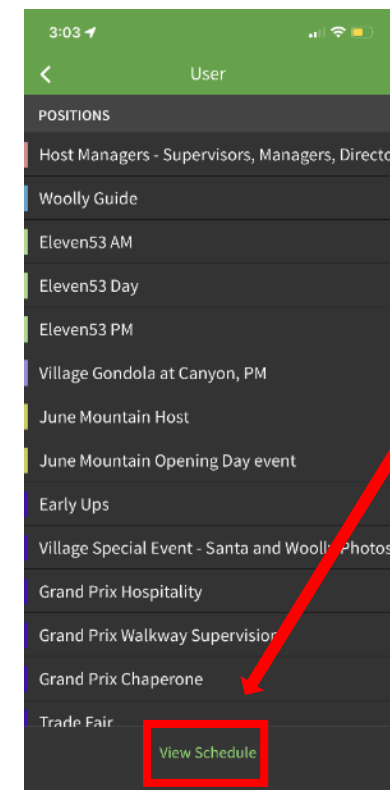
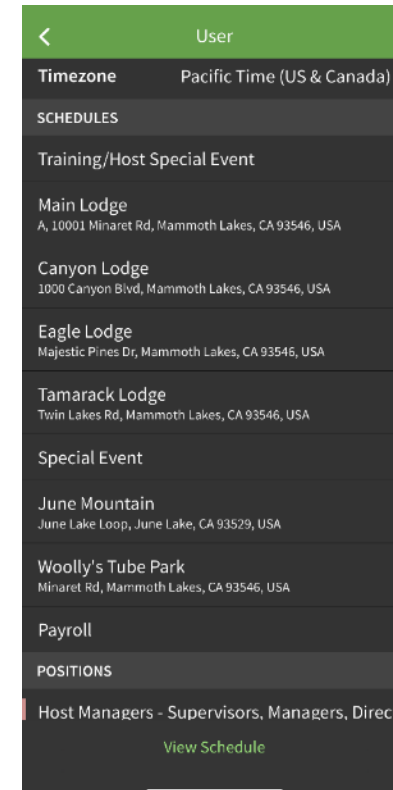
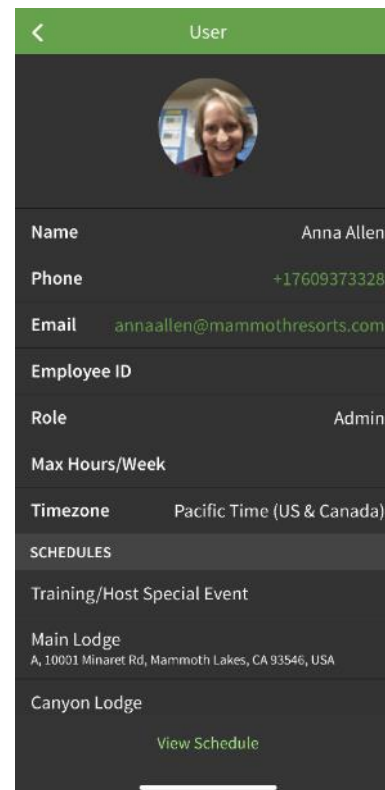
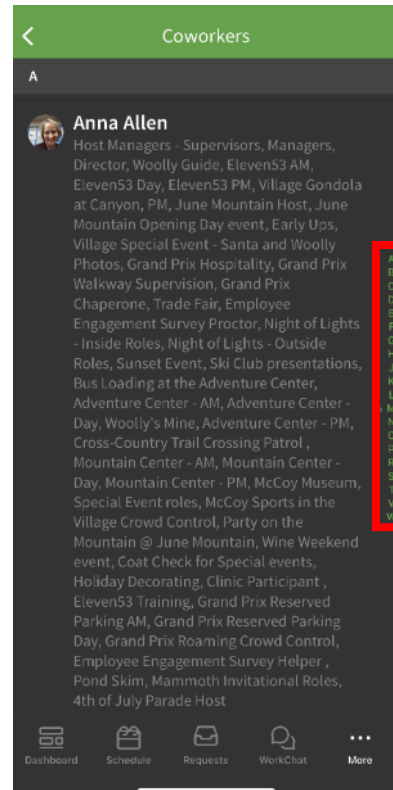
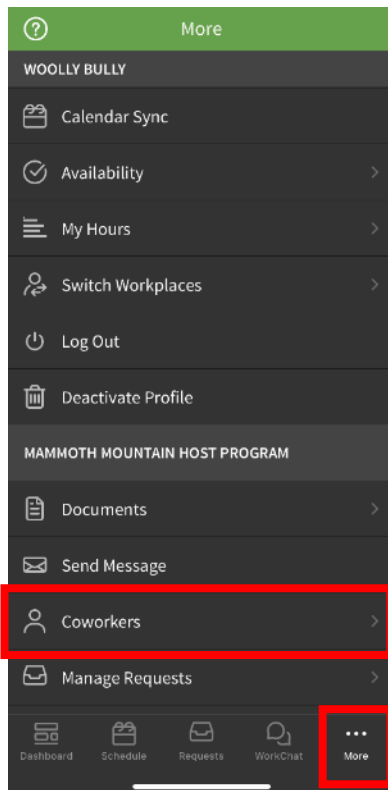
Start by pressing  
“More” then scroll  
down and click  
“Coworkers”

Scroll down or click a  
letter on the right.  
Organized by last  
name. Click on the  
person you want

At the top, you can  
see their phone  
number and email

Scroll down to see  
the locations the  
person works at

Scroll further down to  
see the positions they're  
qualified to work



Click here to  
see their  
schedule

This will turn  
on a filter so  
you will ONLY  
see this  
person's  
schedule

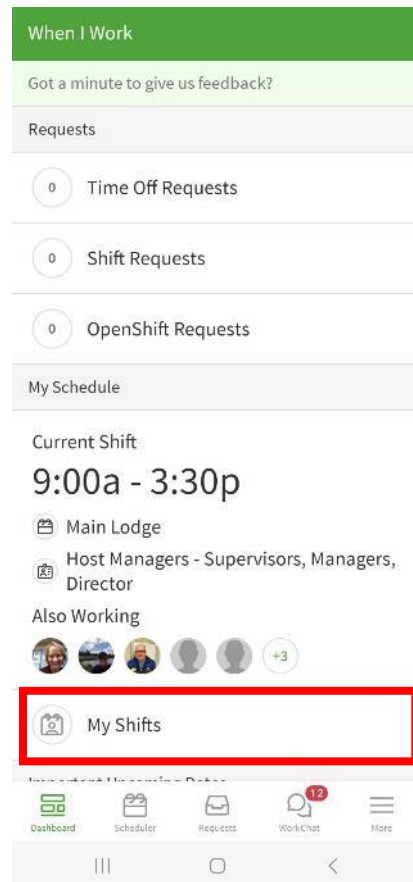
Make sure to  
reset all filters  
when you're  
done

# Quiz Time!

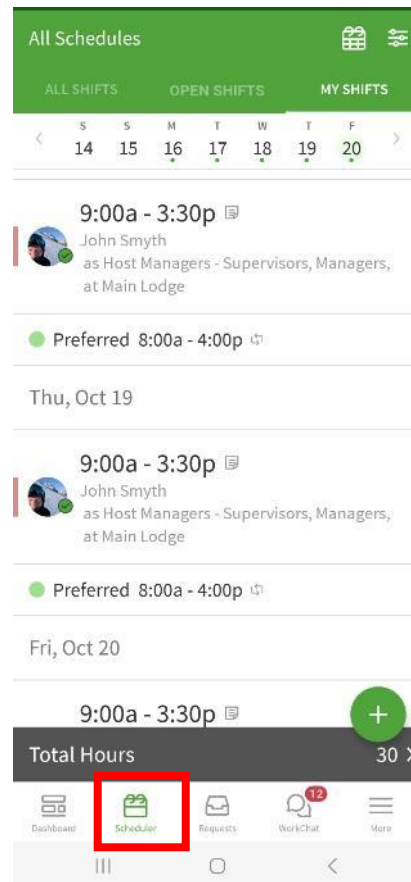
- What will happen if you submit a request with more than 1 person selected?
- What are the steps you take to swap or drop a shift?
- How can you ensure your request is approved?
- What is the absolute last solution if you cannot find anybody to take your shift?

# Picking up Open Shifts

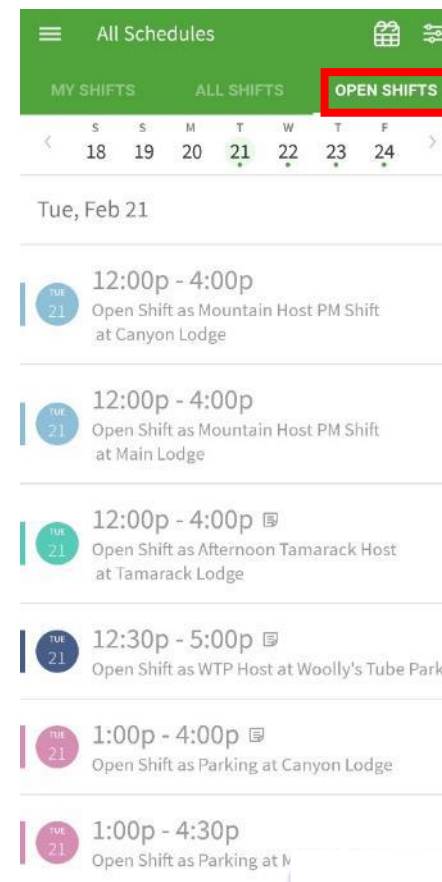
Start by opening up the schedule,



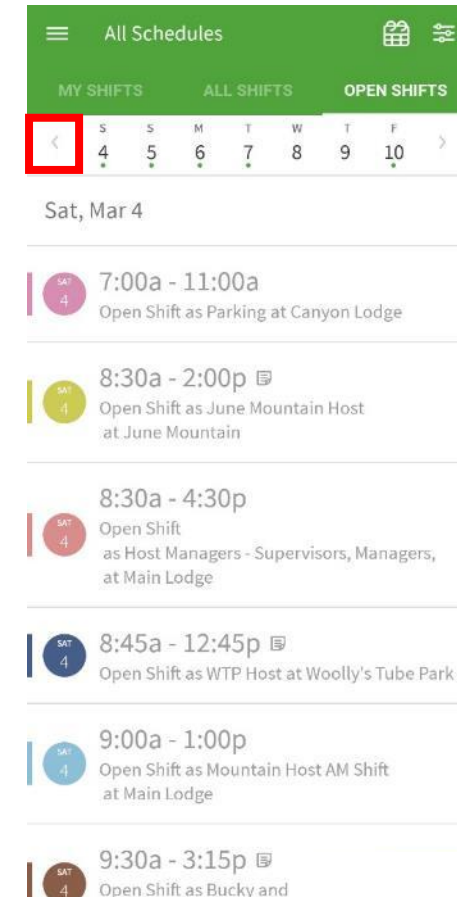
You can also access the schedule through “Scheduler”



Click on “Open Shifts”  
You can only see shifts you’re qualified to work



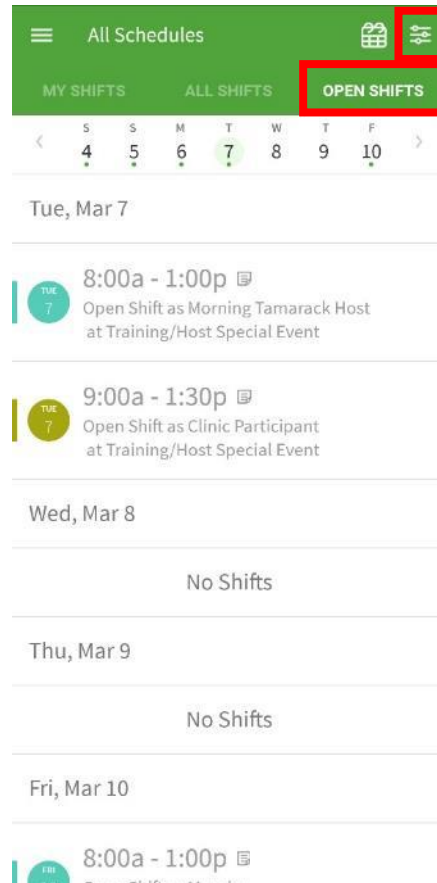
Use the arrows or swipe left and right to find the right day



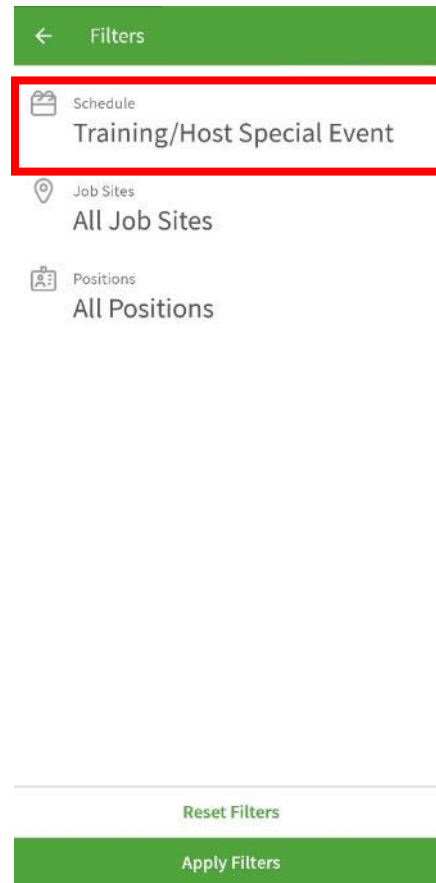
# Finding Trainings and Clinics

Our department offers free, off-the-clock ski clinics and other training programs that you can sign up for when you're not scheduled to work

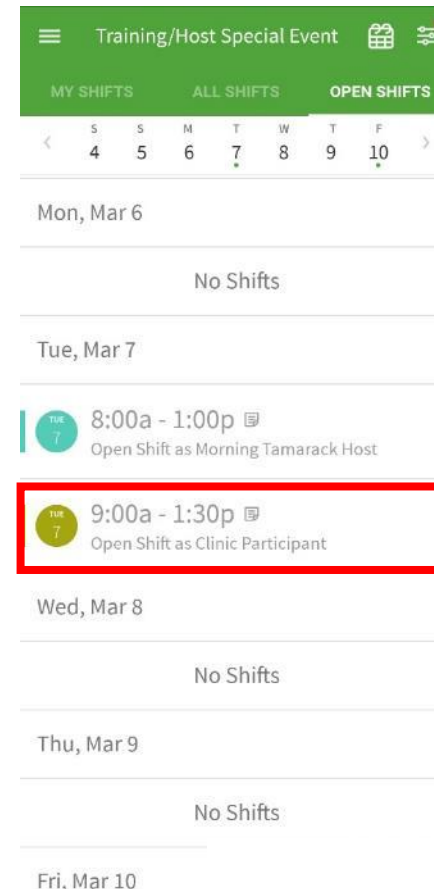
While on the open shifts tab,  
click the filters icon



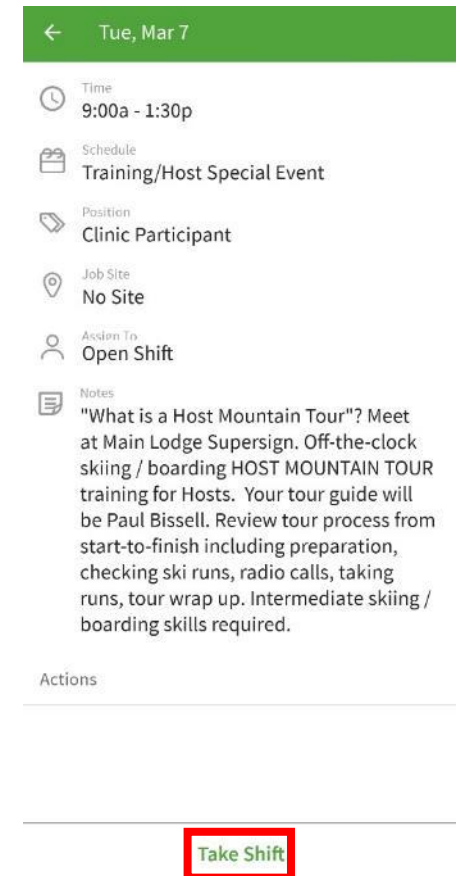
Under "Schedule" click and  
select "Training/Host Special  
Event"



Find the right day and shift,  
then click on it



Ensure you've selected the  
correct shift and click "Take  
Shift" on the bottom



# Quiz Time!

- What will you click on first to find open shifts?
- What will you do if you're looking for a specific open shift?
- What do you do once you see the open shift you want to take?
- What are the 2 reasons your coworker may see an open shift that you can't see?



# Signing up for When I Work

- You will receive an invitation from WhenIWork.com to make an account with the Mammoth Mountain Host Program
- Make sure to download the app on your phone. It is available in the App Store and Google Play Store
- You may be asked for an account/company when signing up – put in Mammoth Mountain Host Program

My Profile CHANGE PASSWORD SAVE

  
UPLOAD PICTURE

FIRST NAME\*  
Anna

EMAIL ADDRESS\*  
annaallen@mammothresorts.com

SLEEP PREFERENCES - DO NOT DISTURB TIME.  
11:00PM to 5:00AM

PREFERRED HOURS - # OF HOURS PREFERRED PER WEEK.  
40

LAST NAME\*  
Allen

MOBILE NUMBER  
(760) 937-3328

TIMEZONE  
[GMT-8] Pacific Time (US & Canada) - Mammoth Mountai...

☐ **PRIVACY**  
When on, your coworkers will not be able to see your phone number or email.

- When you reach the profile creation step, upload a profile picture
- Ensure you **include your phone number** and all of your information is correct
- **If you turn on privacy, your coworkers won't be able to contact you if you need a shift covered**
- Your information is only public within our department – nobody outside of our department can see it

# When I Work Notification Settings

It is VERY important to turn on notifications. That is how you'll know about shift changes/cancellations

## Our recommendations

Time-Off Requests – **Neither**

Swap/Drop Requests – **Both**

Open Shift Requests – **Both**

Schedule Updates – **Both**

New Employee – **Neither**

Availability Change – **Neither**

Clock in/Out Reminders – **Neither**

Overtime Alerts – **Neither**

Payroll Reminders – **Neither**

Workplace Alerts – **Text**

Shift Reminders – **2 to 12 hours before**

Alert Preferences

SAVE

|                        |                                           |                                            |
|------------------------|-------------------------------------------|--------------------------------------------|
| Time-Off Requests      | <input type="checkbox"/> EMAIL            | <input type="checkbox"/> MOBILE            |
| Swap / Drop Requests   | <input checked="" type="checkbox"/> EMAIL | <input checked="" type="checkbox"/> MOBILE |
| OpenShift Requests     | <input checked="" type="checkbox"/> EMAIL | <input checked="" type="checkbox"/> MOBILE |
| Schedule Updates       | <input checked="" type="checkbox"/> EMAIL | <input checked="" type="checkbox"/> MOBILE |
| New Employee           | <input type="checkbox"/> EMAIL            | <input type="checkbox"/> MOBILE            |
| Availability Change    | <input type="checkbox"/> EMAIL            | <input type="checkbox"/> MOBILE            |
| Clock In/Out Reminders |                                           | <input checked="" type="checkbox"/> MOBILE |
| Overtime Alerts        | <input checked="" type="checkbox"/> EMAIL | <input checked="" type="checkbox"/> MOBILE |
| Payroll Reminders      | <input type="checkbox"/> EMAIL            | <input type="checkbox"/> MOBILE            |
| Workplace Alerts       | <input type="checkbox"/> EMAIL            | <input checked="" type="checkbox"/> MOBILE |
| Shift Reminders        | <input checked="" type="checkbox"/> EMAIL | <input type="checkbox"/> MOBILE            |

2

hours before shift start

Mobile reminders aren't guaranteed. Delay in carrier delivery is possible.

# I Just Woke up Sick, What Should I do?

## STAY HOME!

- Please do this as soon as possible – at least 30 minutes before your shift starts
  - Start by opening up When I Work
  - Go to your shift for today as if you're going to swap or drop it
  - Click "drop shift"
  - This is the ONLY time you will EVER submit a request this way – leave everybody selected
  - Write in the note that you are sick and you're staying home
  - Submit the shift drop request
  - This way we can see that you're sick - we will deny the request and will manually cancel your shift for you
- 
- Then, call the office for the location you were scheduled at, leave a message if no answer
  - Main, Woolly's Adventure Summit, and Tamarack – (760) 934 0736
  - Canyon, Tamarack, Eagle – (760) 934 0737
  - Tamarack (760) 934 5293 ex. 6

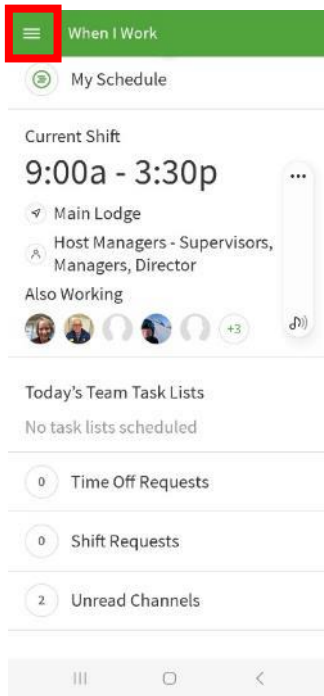
## This was a lot of information, what is the most important stuff to remember right now?

- Your availability is due on the 10<sup>th</sup> and 20<sup>th</sup> of every month for the next month
- You must fill it out in When I Work AND the Host website
- Once we release the schedule, if you aren't scheduled for a day and you marked yourself available but now want the day off, change your availability to unavailable
- Host shifts go from 7:00 AM to 5:00 PM
- Make sure filters are always turned off
- You are responsible for finding a replacement for your shift if you can't fulfill it – start by sending a message to everyone in the host WorkChat
- Don't be afraid to click around on the app and see what happens
- Stay home if you are sick and let us know at least 30 minutes before your shift starts

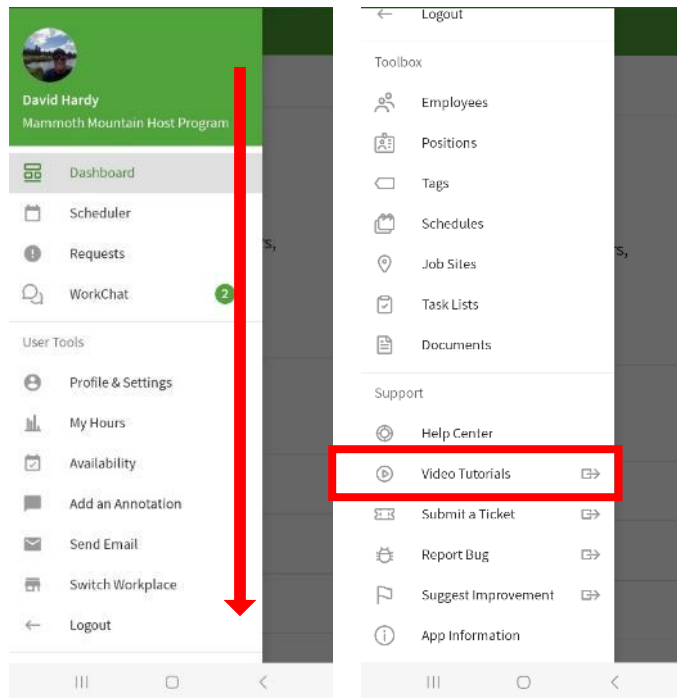
# When I Work Help Center

When I Work has a built-in help center with tutorial videos on both the app and website

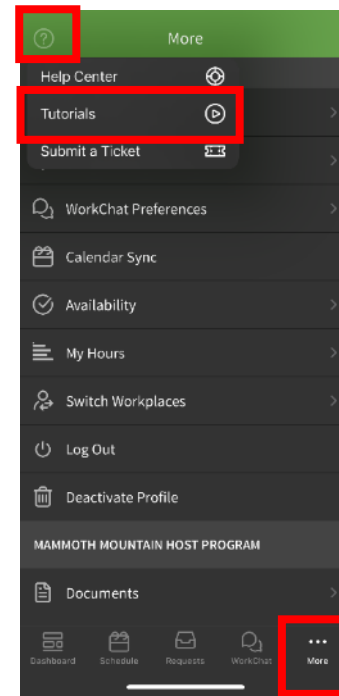
On Android, click the 3 horizontal lines on the top left corner



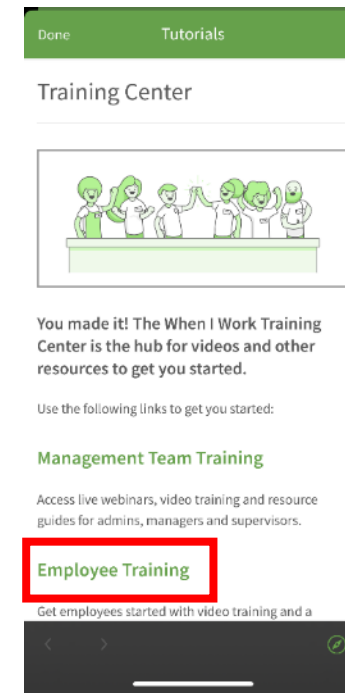
Scroll all the way down to the bottom until you see "Video Tutorials", click it



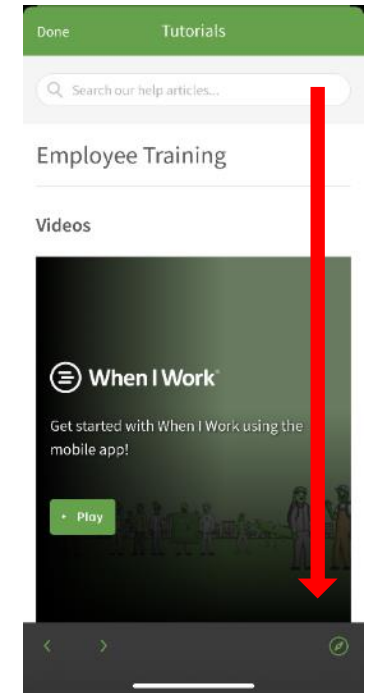
On Iphone, go to "More" then the ? on the top left corner. Then "Tutorials"



Click "Employee Training"



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