All Shifts

- Ensure you have access to the #techs and #techs-live Discord channels and that notifications are turned on during your shift.
- Follow task instructions below for general duties
- Work on any shop projects (as assigned)
- Answer the phone and take any messages submitting them on the phone message form.
- Perform at least one round to ensure:
  - Check and empty or ask member to empty main dust collector
  - Pull the sweep cables on the fines filters while the dust collector is off
  - Check and empty or ask member to empty CNC dust collector
  - Observe that members are operating woodworking tools with the dust collection blast gates open.
  - Members are aware you are the Shop Tech on duty
  - Members are being safe on equipment
  - Members checked in when they arrived, Member Check-In Log here. (The login page is bookmarked on the ipad, you could take the ipad to the members who need to sign in.)
  - Instructors (if there is class) have everything they need
  - That there is no unattended equipment (other than 3D Printers)
  - Pause any unattended laser or cnc jobs report member who left unattended job to staff.
  - That there are no big, unattended messes
  - Encourage members to sweep up their work area. Sweep common spaces as needed.
  - If bathroom trash is full, please empty. Replacement liners are in the utility closet.
  - If paper towels are out, replacements are in the "classes and events" room.
- Give tours using the Shop Tour Cheat Sheet (check api/events to see if there are any attendees for any tours on your shift)
- Fill out the End of Shift report at the end of each shift.

Answering the Phone

Shop Techs should answer the phone when it rings 10am - 10pm. You can answer the phone with a greeting such as:

Protohaven, This is Jeff, how can I help you?

If you can help answer their question please do so. Many times the questions are about shop hours, memberships, classes and the like. You can look at the website or direct them to the website if they are able to do that on their own. If there is a question that you don't know please take a message please complete the Phone Message form.

Donations

Protohaven does not accept walk-in donations - direct individuals to fill out this form and wait for approval before they drop stuff off. The form is also linked from the donations page on Protohaven's website, if you're directing folks by phone.

This policy exists because well-minded individuals have dropped off everything from non-functioning equipment to bags full of dirty socks. Any donations accepted outside of this process will be the responsibility of the person who accepted them - you'll have to fill out the form and await approval.

Tours

Tours are scheduled when people sign up for them - there's a slot each in the morning and evening.

- Check the google calendar on the front desk computer to see if there are any attendees for any tours on your shift.
- Tour Video Playlist
- Shop Tour Cheat-Sheet (new) or old

Shop & Maintenance Tasks

Shop Techs are responsible for progressing (completing or making meaninngful progress on) at least one maintenance task per shift.

Use the tech_ready hotlist for tasks that can be completed quickly and with little coordination:

1. Find a task you'd like to do
2. Assign yourself to the task (click on it, click the assignee section, find your name, click)
3. Do the task, then mark it as complete

If there are no tasks in the above list, post to #techs asking for things you can do to help.

A master list of tasks (many of which may need further conversation) exist at Shop & Maintenance Tasks Project in Asana.

- Tool Report & Maintenance Request
- Current Tool Status
- The key to the compressor is in the second drawer down of the maintenance cart.
- The key to the laser cabinets is in the second drawer down of the maintenance cart.

If you need to add a recurring maintenance task, don't do it in Asana - confirm with a Lead that it's necessary, then use this form to add it to our maintenance task generator.

Store and Storage Purchases

All store items (and storage) are paid for on the Square App on the iPad and we do not accept cash.

Click here for a walk-through on how to ring up a sale using Square.

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