
Office Responsibilities

601.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidelines and procedures for the operation of Department offices. This policy applies to all deputy probation officers and support staff.

601.2 AUTHORITY AND REFERENCES

- Administrative Directive;
- Executive Committee.

601.3 POLICY

Each office must provide sufficient staff coverage during working hours to meet the needs of the public and the court. Generally, no more than 50% of staff should be away from the office at the same time. Personnel from specialized programs operating at locations throughout the county are subject to the 50% staffing level of an office if the majority of their workday is spent at the location. Minimum office hours of operation are 8:00a.m. to 5:00p.m. Monday through Friday.

When at department buildings, all County employees shall wear either the County issued identification, or the department issued badge (sworn staff). Those staff will be admitted with proper identification.

All persons conducting business at a Department building are required to sign in and wear a numbered visitor's badge. Any county employee not having his/her identification will be expected to sign in and out as a visitor, and must wear a visitor's badge.

601.4 PROCEDURE

(a) Office Coverage

1. Supervisors shall schedule sufficient staff to respond to the needs of, courts, other agencies and the public. All new requests for alternate work schedules (9/80) will not be approved if office coverage falls below 50%.

(b) Visitor's Badge

1. Visiting friends and family members will be required to check in with reception; however, they are not required to obtain a visitor's badge. Personnel expecting friends and family members shall notify reception in advance of their arrival. When leaving, friends and family members shall be escorted back to the reception area to sign out.
2. Utilizing the Visitor's Log (Attached), reception shall sign in all outside visitors, including law enforcement, conducting business at any Department building and will issue a numbered visitor's badge when they arrive. Visitors shall surrender their badges upon departure; times of arrival and departure shall be noted on the log.

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3. Reception shall notify staff when their visitor is in the lobby. In a timely manner, staff shall report to the reception area and escort their visitor to their work/meeting area. During training or conferences, reception shall escort visitors to the conference room, unlocking doors to the area when necessary.
- (c) Officer Of The Day Schedule
1. Each office is to provide an Officer of the Day during working hours to provide assistance to offenders, the public, or other agencies when the assigned officer is not available. Each office shall maintain an Officer of the Day Schedule identifying the Officer of the Day.
- (d) Officer Of The Day Responsibilities
1. The designated Officer of the Day responds to the immediate needs of offenders, courts, other agencies and the public. Officer of the Day responsibilities include, but are not limited to:
 - (a) Providing casework assistance as necessary to offenders whose cases are unassigned or whose assigned officer is not available.
 - (b) Instructing offenders to initiate contact with the assigned officer as soon as possible.
 - (c) Providing assistance concerning present or former offenders to criminal justice or community service agencies.
 - (d) Assisting the receptionist when further technical knowledge is required.
 - (e) Testing for use of alcohol and/or controlled substances as needed and when ordered by the Court.
 - (f) Logging contacts and actions in JAMS and providing a copy of the documentation to the assigned officer.
 - (g) Providing assistance to the public.
 - (h) Notifying via the chain of command information of an urgent or sensitive nature when presented.
 2. If the designated officer is unable to cover Officer of the Day on their assigned day(s), it is their responsibility to find a replacement and notify their supervisor and the receptionist when rescheduling or changing coverage.
 3. The designated Officer of the Day is also responsible for coordination of break coverage and shall notify their supervisor and the receptionist prior to being relieved.

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Attachments:

1. [Visitor's Log](#)

