

Office Responsibilities

601.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidelines and procedures for the operation of department field offices. This policy applies to all probation staff.

601.2 POLICY

Each office must provide adequate staff coverage during working hours to meet the needs of the public and the court. Adequate staff coverage will be determined by the respective managers based on the needs of the division and/or office. Personnel assigned to specialized programs/units operating at locations throughout the county are subject to the staffing level for their specific division. Minimum office hours of operation are 8:00 a.m. to 5:00 p.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.

601.3 PROCEDURE

(a) Office Coverage

1. Supervisors shall schedule adequate staff to respond to the needs of clients, courts, other agencies and the public. All new requests for alternate work schedules (9/80, 4/10, and/or telecommute) shall only be approved if there is adequate office coverage pursuant to the Work Schedule Policy.

(b) Visitor's Badge

1. Utilizing the Visitor's Log (attached), reception shall sign in all outside visitors, including friends, family, or members of an outside agency and will issue a numbered visitor's badge upon check in. Visitors shall surrender their badges upon departure; times of arrival and departure shall be noted on the log.
2. 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 and from their work/meeting area. During training or conferences, reception or designee shall escort visitors to the conference room.

(c) Officer Of The Day (OD) Schedule

1. Each office will assign an OD during working hours to be available to clients, the public, or other agencies. When the assigned officer is unavailable and/or additional unexpected tasks arise, each office shall maintain an OD and Back-Up OD schedule.

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2. If the designated officer is unable to cover OD 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. However, if the designated OD is not in the office due to unforeseen circumstances, the SPO is responsible to find a replacement.
3. The designated OD is also responsible for coordination of break coverage and shall notify the receptionist prior to being relieved.
4. The OD is to refer to their respective office/division for specific expectations in conjunction with this policy (i.e. full time assigned OD or rotating OD).

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Attachment(s):

[1.Visitor's Log](#)