

NUMBER:	2.0
SUBJECT:	LEAD CLERK PROCEDURES
CATEGORY:	BOOKING
DATE:	APRIL 28, 2010
DATE REVISED:	AUGUST 4, 2011, NOVEMBER 25, 2011; JULY 24, 2014; MAY 30, 2018
RELATED SECTIONS:	EMPLOYEE HANDBOOK, 2.24 ARCHIVING GROUP E-MAIL ACCOUNTS, RECORDS & ID EMERGENCY BINDER
IN COMPLIANCE WITH:	N/A

PURPOSE:

To standardize the responsibilities and duties performed by the lead clerk assigned to each shift.

POLICY:

The lead clerk will act in the absence of the shift supervisor or as assigned by the shift supervisor and will be responsible for monitoring the daily operational activity and workflow of staff assigned to their appropriate shift.

PROCEDURE:

A. SICK CALLS/UNSCHEDULED ABSENCES

Refer to the Employee Handbook, Fall 2011 pages 24-27.

When someone calls in SLP/Late, etc., the Lead Clerk is responsible to ensure that a Call Out email was sent out to all Division Supervisors and that the work schedules have been updated. Staff should notify the Lead that they sent the email or that an email needs to be sent.

B. STAFF SHORTAGES

In the event that the number of unscheduled absences places the oncoming unit below the minimum staffing level, the Lead Clerk will check with on duty staff (Lead Clerk included) to determine if anyone is able to stay over and cover for the next shift. If no one is able to stay over, the Lead Clerk will contact staff (by seniority) from the shift that has the shortage and who is on their regular days off to schedule overtime coverage. If necessary, the Lead Clerk will check the oncoming shift's daily work schedule to determine who is scheduled to work. He or she will then attempt to contact staff that is scheduled to work that day, to see if they are available to come in early for their next shift. If these efforts fail, the Lead Clerk will contact staff from the next oncoming shift and who is on their regular day off to see if he or she can cover the staff shortage.

If all of these efforts fail to yield a replacement, then the Lead Clerk will contact the Supervisor (from the shift that has the shortage) at home for further instructions on how to proceed.

C. WORKFLOW/WORK PROCESS

When assigned as Lead Clerk, you shall write your name on the white board at the front of the section at the beginning of the shift. This will enable other sections to know who the Lead is for questions or passing on information.

In the absence of the shift Supervisor, the Lead Clerk will ensure the daily workflow is running smoothly. The Lead Clerk will assist co-workers with the more complicated tasks, if needed. If the Lead Clerk is unable to resolve the problem, then he or she will refer the problem to a booking section supervisor for follow-up. Non-critical issues shall be held until the next supervisor comes on duty while time sensitive or critical issues will require contacting the appropriate supervisor at home for instructions. Items left at the front counter/afterhours box for receipts will be given to the day shift Lead to be faxed or mailed out and filed.

D. RECORDS, BOOKING E-MAIL ACCOUNT

The Lead Clerk is responsible for replying to e-mails from the "Records, Booking" generic e-mail account in a timely manner.

The Lead Clerk will reply to each e-mail request with the following verbiage: **"Your request has been received and forwarded for processing. Note: all requests will normally be processed within 10 calendar days."**

If the e-mail is a continuation of a request already submitted, the Lead Clerk will comply with the request after verification and status of the original e-mail has been confirmed. The request will not be placed in the pending folder but processed and moved to the completed folder.

The Lead Clerk will also be responsible for archiving the Records, Booking generic e-mail account every 30 days. (Refer to P&P 2.25,"Archiving Group E-mail Accounts").

E. U.S. MAIL/RUSHES/CCW/FAXED REJECTS

The Lead Clerk is responsible for retrieving, opening, reviewing and, if necessary, rejecting the U.S. Mail received and placed in the "Booking" bin in the Mail Room. Mail that is accepted shall be time stamped and initialed by the Lead Clerk and placed in the Correspondence Bin by Date. Mail and Faxes that are to be rejected will be handled by the Lead Clerk during each shift.

Rushed requests received at the Front Counter (i.e. In Custody Letter), and requests received by other sections will be reviewed and completed by the Lead Clerk.

At the beginning of each shift, the Lead Clerk is responsible for checking and completing some of the requests that are in the Vertical Box of specialized requests. These requests include Social Security, 3 Strike, Prison Pack, Bail Bond, Gun Permit & Teletype.

F. BRIEFING ONCOMING SHIFT

The Lead Clerk is responsible for briefing the oncoming Supervisor or in the absence of the shift Supervisor, the oncoming Lead Clerk of any important issues and/or problems that may continue to affect the oncoming shift.

G. ON THE JOB INJURIES

In the event that an employee is injured on the job during the course of duty, the Lead Clerk will inform the employee to immediately notify any on duty Supervisor of the injury. The on duty Supervisor will be responsible for ensuring the appropriate forms are completed and forwarded to the employee's immediate Supervisor.

In the absence of a Supervisor, the Lead Clerk will send a detailed e-mail regarding the incident and the employee involved to their immediate Supervisor for follow-up.

Note that "Medical Disability Status Report" forms are located in the front of the Emergency Telephone Log Binder and will be given to the employee in cases where the employee seeks medical attention.

H. EMERGENCY EVACUATION PROCEDURES

In the event of an emergency and in the absence of a Supervisor, the Lead Clerk is responsible for ensuring co-workers immediately exit the building and report to the designated staging area. The Lead Clerk will also ensure that the following general procedures are followed:

1. If, at the time of an emergency, a Cal-ID staff member is not available, the Lead Clerk will be responsible for taking the Emergency Telephone Log Binder and making any necessary phone calls.
2. The Lead Clerk will ensure that staff quickly move to the designated staging area. For specific evacuation location information, see Booking Desk Reference 2.0.
3. Once everyone has reached the designated staging area, the Lead Clerk will take roll and report the roll call status to the Cal ID personnel.