

## CLERICAL SUPERVISOR'S DUTIES YOUTH LEADERSHIP ACADEMY

- AUTHORITY:** Administrative Directive
- RESCINDS:** Procedure Manual Item 3-8-H, dated 12/13/17 (Recertified)
- FORMS:** None
- PURPOSE:** To outline the duties and responsibilities of the clerical supervisors assigned to the Youth Leadership Academy (YLA).

### I. GENERAL INFORMATION

It is the responsibility of supervisors to enforce existing policies and procedures; supervise staff's performance; train and develop staff skills; and plan, organize, coordinate and supervise the work of the unit in accordance with departmental policy, legal requirements, departmental standards, and administrative directives.

### II. PROCEDURE

#### A. Responsibilities

##### 1. Job Knowledge

- a. Learn, remain proficient, and maintain quality control for all functions of subordinate staff within the unit.
- b. Ensure that the clerical unit is efficient and operations are consistent with laws, court orders, and departmental policies.
- c. Make judgment decisions and take necessary action in any situation pertaining to the proper operation of YLA.
- d. Make recommendations for improving efficiency and solutions to identified problems via the chain of command.

##### 2. Personnel

###### a. Monitor Staff Performance

Supervisors have the affirmative duty to guide, teach, and train subordinate staff on a daily basis by:

- 1) Meet with all assigned staff on a regular basis to discuss goals and performance.
- 2) Enforce YLA and departmental rules, policies, procedures and performance standards. Correct and advise subordinate staff in any area necessary.

3) Review the work of subordinate staff on an occasional or as needed basis to maintain quality performance of staff.

4) Monitor staff attendance and punctuality.

b. Consultation with the Professional Standards Division (PSD)

When a supervisor has information that a staff member is failing to abide by set guidelines, the supervisor will immediately investigate the incident and then seek guidance from the chain of command. The supervisor will consult with PSD for assistance on staff misconduct issues as directed by the chain of command.

c. Evaluations

Supervisors will meet with each assigned staff member periodically to review work performance and keep informal written record of each employee's work on file for training and evaluation purposes. Supervisors will prepare formal written performance evaluations of clerical staff by utilizing the performance standards to measure progress and evaluate performance. All evaluations are to be prepared within the prescribed time frames and are to effectively utilize the probationary period to accurately determine the ability and potential of each staff member.

d. Time Sheets

Supervisors will review employee time sheets for accuracy and completeness and submit them to the Probation Department Payroll Unit within the prescribed deadlines. When necessary, payroll adjustments need to be submitted for additions and deletions of time accumulated after payroll has been submitted.

e. Scheduling

Supervisors will assign work schedules and shifts based upon the needs of the unit and Department. Approval of time off requests, shift trades, sick time and personal emergency time will be consistent with the MOU and the effective functioning of the unit.

B. Communication

In support of the organizational structure of the Department, supervisors promote the flow of information to all appropriate levels and will:

1. Maintain a timely, accurate, and supportive communication link between staff and administration.
2. Organize and directly monitor unit meetings to discuss goals, deficiencies, policies and procedures, as well as to enhance intra-staff communication.
3. Review all meeting notes and forward appropriate information to staff.

4. Consult regularly with the immediate supervisor to resolve policy, procedure, or priority conflicts in a timely manner.
5. Effectively represent the Department in contracts with the public and other agencies as required. Present departmental policy professionally and accurately.

C. Additional Responsibilities

1. The Administrative Support Staff Office Supervisor is responsible for:
  - a. Maintaining and keeping records of various documents as they relate to business conducted at YLA.
  - b. Updating staff information as needed relating to Outlook distribution lists, pay locations, and phone lists.

**REFERENCES:**

Policies:	A-1	Policy, Procedure, and the Law
	A-2	Upholding Departmental Philosophy and Principles
	A-5	Communication within the Probation Department
	C-4	Work Schedules, Overtime, Sick/Annual Leave and Compensatory Time Leave
	C-5	Work Assignments
	C-12	Performance Evaluation
	C-16	Employee Conduct-On Duty

J. Stokely

**APPROVED BY:**