COUNTY OF MONROE
OFFICE OF THE SHERIFF
ROCHESTER, NEW YORK

GENERAL ORDER CIVIL BUREAU	DATE OF ISSUE September 24, 2024	EFFECTIVE DATE September 24, 2024	NO. 002-24
SUBJECT: GENERAL ORDER Civil Bureau Operations & Assignments		DISTRIBUTION Civil Bureau Personnel	AMENDS
REFERENCE:			RESCINDS 002-19

Purpose: To familiarize staff about the structure, assignment and responsibilities of those members assigned to the Civil Bureau.

Policy: Members shall be familiar with the duties and responsibilities affiliated with each position within the Civil Bureau and will be accountable for fulfilling such duties and responsibilities.

I. Command

A. In accordance with **CBGO-01 Organizational Structure**, the Chief of the Civil Bureau will maintain responsibility for the overall operation of the Civil Bureau.

B. The Civil Sergeant of the Civil Bureau will oversee the general administrative operation and direct supervision of field operations during their tour-of-duty, and be the direct supervisor of the civil deputies.

C. The Senior Accountant will oversee the financial, accounting and computer functions of the Civil Bureau, and be the direct supervisor of the civilian staff.

D. Assignments:

1. The Civil Sergeant and Senior Accountant shall work those hours as prescribed by the Chief of the Civil Bureau, with the approval of the Sheriff or authorized designee.

2. The Civil Sergeant and Senior Accountant shall be responsible for additional duties as may be required.

E. Staff work hours shall be determined by the Sheriff or authorized designee. Staff will generally operate on an eight (8) hour basis.

II. Responsibilities

All members of the Civil Bureau are responsible for the prompt, efficient and dutiful service and enforcement of all civil processes as governed by the Civil Practice Laws and Rules of the State of New York.

III. Specific Duties & Responsibilities

A. Chief

1. Be responsible for the overall administration, operation and efficiency of the Civil

Bureau, assisting if necessary in any area.

2. Prepare the annual budget for the operation of the Civil Bureau and be responsible for monitoring budgetary allowances allocated to the same.

3. Be responsible for the preparation and adjustment of the work schedule and attendance control as specified by departmental policy.

4. Responsible for the preparation and review of reports.

5. Responsible for the community relations function for the Civil Bureau.

6. Reviews policies and procedures including recommendations for changes as needed.

7. With the assistance of the Sergeant and Senior Accountant, ensure that prescribed policies, rules, regulations and lawful procedures are complied with by all employees under their command.

8. Perform such other duties as may be directed by the Sheriff or Undersheriff.

B. Sergeant

1. Be responsible for the duties of the Chief in their absence.

2. Assist in the general management of daily activities of the Civil Bureau.

3. Exercise general supervision over both sworn and non-sworn staff.

4. Responsible for civil process operations and does related work as required.

5. Respond to calls as required, and ensure that prescribed policies, rules, regulations and lawful procedures are complied with by all employees under their command.

6. Review and inspect daily attendance records, payroll records and all other reports and activities performed by sworn personnel to ensure accuracy and completeness.

7. Monitor the performance, general conduct and productivity levels of assigned employees on a daily basis in addition to overseeing the management of employee incident files as directed by the Chief of the Civil Bureau.

8. Prepare annual performance evaluations and conduct interviews for personnel under their supervision.

9. Assist the Chief of the Civil Bureau in preparation and formulation of the annual report and the annual budget.

10. Be present at roll calls and conduct daily inspections to ensure that grooming, attire and equipment are in compliance with current directives.

11. Ensure that communications and other related materials are disseminated and distributed appropriately to personnel.

12. Report, in writing, to the Chief of the Civil Bureau matters that reflect any exceptional or outstanding performance of duty that would merit departmental recognition.

13. Report, in writing, to the Chief of the Civil Bureau matters that are reflective of misconduct, neglect of duty, or any other violation of the rules and regulations of the Monroe County Sheriff's Office (MCSO) or existing federal, state or local laws.

14. Instruct and assist deputies or clerical staff with workloads whenever necessary.

15. Perform other related duties as directed by the Chief of the Civil Bureau.

C. Senior Accountant

1. Be responsible for the maintenance of the general ledger, all subsidiary accounts, banking/cash-related activities, and payment processing for both receipt and disbursement.

2. Be responsible for the day to day operation of the electronic ledger, including, but not limited to, training, software and hardware maintenance, create and maintain reports, graphs, charts and files.

3. Provide guidance to clerical staff when necessary.

4. Perform daily consolidated balancing of cash receipt input submitted by staff members.

5. Monitor the performance, general conduct and productivity levels of assigned employees on a daily basis in addition to overseeing the management of employee incident files as directed by the Chief of the Civil Bureau.

6. Prepare annual performance evaluations and conduct interviews for personnel under their supervision.

7. Be responsible for executions of closure including, but not limited to, payments, disbursements, calculations, and file maintenance adjustments.

8. Ensure the accuracy for closure authorization, and approved attorney credits.

9. Perform monthly, quarterly and annual auditing of the ledger, and preparing of all reports in accordance with reporting deadlines, and any other duties as may be assigned by the Bureau Chief or competent authority.

10. Create and maintain computerized reports/files as directed.

11. Inspect and review computerized and manual files of clerical staff for accuracy, completeness efficient processing and recording of civil process.

12. Conduct monthly closure and opening of books, bank reconciliation, review outstanding checks for either abandoned funds or re-issue and issue related reports.

13. Conduct audit and analysis for deputy and clerical staff including, but not limited to work flow, quality, and timeliness, and issue reports regarding the same.

14. Coordinate the record retention and purging of files in accordance with the NYS Records Retention and Disposition Schedule CO-2 (SARA).

15. Assist with the preparation of the annual budget and annual report.

16. In the course of routine audits and inspections, report, in writing, to the Chief of the

Civil Bureau all instances of misconduct, incompetence, neglect of duty, or any other violations of rules and regulations of the MCSO and any other applicable federal, state and local laws.

17. Perform any related duties as directed by the Chief of the Civil Bureau

18. Review and inspect daily attendance records, payroll records and all other reports and activities performed by non-sworn personnel to ensure accuracy and completeness.

D. Senior Account Clerk

1. Be responsible for some duties of the Senior Accountant in their absence.

2. Be responsible for the actual application of payment to the subsidiary accounts and the review of all accounts to ensure that all referrals, fees and credits for any given account prior to application of payments.

3. Verify and reconcile final payments on fully or partially satisfied accounts with respect to correctness and accuracy.

4. Process IX and PX payment and credits.

5. Perform daily balancing of cash receipts input.

6. Post and ensure accuracy of all attorneys credits upon approval.

7. Review closure of ~~all~~ executions. This should include validation of payments, disbursements, calculations and file maintenance.

8. Perform any related duties as directed by the Chief, Sergeant, or Senior Accountant.

E. Deputies

1. Carry out the functions of the Civil Bureau of the MCSO, specifically the enforcement of the Civil Practice Laws and Rules of the State of New York.

2. Be prompt for duty and appropriately dressed, as prescribed by the Chief or Civil Sergeant of the Civil Bureau.

3. Monitor all radio dispatches as well as all verbal and written orders, memos and other instructions read to or issued by their supervisors.

4. Obey all rules and regulations of the MCSO, in addition to all federal, state, and local laws.

5. Complete all applicable reports, including affidavits, in a clear, concise, timely and accurate manner and forward same to their immediate supervisor for review.

6. Maintain all assigned files and records.

7. Other duties shall include, but not be limited to, making levies and seizure of property, conducting public auctions, making criminal warrant and civil arrests, service of legal process.

8. Perform other related duties as directed by the Chief or Sergeant of the Civil Bureau.

F. Clerk II with typing

1. Carry out the accurate, prompt and efficient processing of all civil processes received by the MCSO pursuant to the Civil Practice Laws and Rules of the State of New York.

2. Be prompt and appropriately dressed in a professional manner as previously stated in this order.

3. Comply with all rules and regulations of the MCSO, as well as federal, state and local laws.

4. Assist in maintaining the orderliness of assigned files and records.

5. Oversee and assist with preparation of docket records, certificates, affidavits and returns, maintain files, and answer any and all authorized inquiries.

6. Provide guidance to Clerk III staff when necessary.

7. Perform other related duties as directed by the Chief, Sergeant, or Sr. Accountant of the Civil Bureau.

G. Clerk III with typing

1. Be prompt and appropriately dressed in a professional manner as previously stated in this order.

2. Comply with all rules and regulations of the MCSO, as well as federal, state and local laws.

3. Assist in maintaining the orderliness of assigned files and records.

4. Prepare docket records, certificates, ~~affidavits~~ and returns.

5. Answer incoming phone calls and service window inquiries.

6. Handle cash transactions at the service window.

7. Perform daily consolidated balancing of cash receipt input.

8. Perform other related duties as directed by the Chief, Sergeant or Sr. Accountant of the Civil Bureau or other competent authority.

By Order of the Sheriff,

Todd K. Baxter