

**COUNTY OF MONROE
OFFICE OF THE SHERIFF
ROCHESTER, NEW YORK**

GENERAL ORDER MULTI-BUREAU	DATE OF ISSUE October 23, 2025	EFFECTIVE DATE October 23, 2025	No. 070-25
SUBJECT: GENERAL ORDER Staff Services Bureau Chain of Command & Organization		DISTRIBUTION All Personnel	AMENDS
REFERENCE: NYSLEAP 8.2, 11.1 32.3, 47.1 NYSSA (JAIL) 4			RESCINDS 070-19

Purpose: To familiarize members and employees relative to the organizational structure of the Staff Services Bureau and to define the responsibilities of each component contained therein.

Policy: The Monroe County Sheriff's Office (MCSO) shall provide a formal structure through which organizational components are arranged, defined, directed and coordinated.

*

I. Staff Services Bureau Chain of Command

- A. Sheriff
- B. Undersheriff
- C. Commander
- D. Lieutenant
- E. Sergeant
- F. Deputy

II. Organizational Structure

- A. The Commander of Staff Services maintains overall administrative responsibility for the Staff Services Bureau and is accountable to the Undersheriff. The activities of the Staff Services Bureau are considered as staff functions.
- B. Each division, subdivision, unit and component comprising the Staff Services Bureau will fall under the direct command of one supervisor. In further adhering to the principle of unity of command, members and employees shall be held directly accountable to one supervisor at any given time.
- C. The Staff Services Bureau is comprised of and is responsible for the management and administration of the following units:
 - 1. Training & Recruitment Unit - Responsible for developing, administering, coordinating and evaluating agency pre-service and in-service training programs (see MBGO-039 All Bureau Training Unit, PBGO-048 Sergeants and Investigator Sergeants Training Program and PBGO-049 Investigator Evaluation Process). Additional responsibilities include, but are not limited to the following:

- a. Management of comprehensive internship programs and recruitment campaigns designed to solicit and encourage prospective deputy sheriff candidates to seek employment with the MCSO.
 - b. Administering and finalizing the pre-service testing process, in order to establish a final rank listing of qualified candidates for all bureaus.
 - c. Managing the background investigation process regarding the personal, educational, financial and moral histories of all prospective candidates.
2. Standards & Compliance Unit (SCU) – Responsible for conducting staff inspections of all Bureaus, Divisions and Units within the MCSO to assess staff and organizational compliance with pertinent law and regulations. In addition, the SCU will maintain and update agency General Orders as necessary to address agency, bureau, or employee health and safety specific issues as well as reflect changes in applicable laws and accreditation standards (**MBGO-051 Standards and Compliance**).
3. Information Services Unit (IS) - Compiles, prepares and disseminates office performance statistics, performs computer programming services, enters, reviews and monitors the quality of information in department's computer data base and coordinates office automation services (**MBGO-050 Computer Use and Rules**).
4. Accreditation – Responsible for the coordination and management of agency efforts relating to accreditation guidelines as established by the New York State Sheriff's association, the New York State Law Enforcement Accreditation Program. Employees assigned to the position of Accreditation Manager, shall receive specialized Accreditation Manager training within one year of being appointed. The Accreditation Manager shall report directly to the Commander of Staff Services on all matters w/authority to access the Sheriff when required to amend policy and/or address issues of importance.
5. Promotional Process - Responsible for the establishment and administration of the promotional process and supervisory and command positions in all bureaus (**MBGO-037 Promotional Process**).
6. Criminal Records Unit - Responsibilities include filing and maintaining crime reports, accident reports and criminal history reports, as well as other associated documents. Other duties include, Initiation and acceptance of teletype requests, record checks, distribution of department mail and maintaining and distributing all records and documents pertaining to traffic violations (**MBGO-036 Central Records Unit, MBGO-045 eJustice NY and PBGO-005 Simplified Traffic Information**).
7. Quartermaster - Responsible for the overall management of department supplies and equipment, including ordering, distributing, maintaining records of transactions and inventory and otherwise insuring the safety and security of supplies and equipment under the charge of the Quartermaster (**MBGO-044 Sheriff's Quartermaster**).
8. Property Clerk's Office - Responsible for the custody, control and eventual disposition of all property and evidence that is turned into the Sheriff's Office (**MBGO-016 Property Recovery, Custody & Security**).

9. Fleet Maintenance - Responsibilities include the maintenance and repair of all vehicles and special equipment related to the department fleet. Fleet consists of patrol vehicles (marked and unmarked), vans, trucks, motorcycles, boats and trailers.
10. Trainee Program - Responsible for carrying out the duties and directives of their respective area of assignment (**MBGO-054 Deputy Sheriff Trainee Program**).
- * 11. Firearms Unit-Responsible for coordinating and instructing approved Municipal Police Training Council Program to MCSO recruits and sworn staff for the use of deadly physical force and firearms and maintain MCSO firearms through cleaning, inspection and repair.
- * 12. Health and Wellness- Responsible for providing individualized support, wellness resources and wellness programming to sworn and civilian employees of MCSO.
- * 13. Human Resources-Responsible for managing and processing a wide range of personnel actions and supporting HR functions within MCSO. This role ensures compliance with Civil Service rules and internal policies while providing essential support to departmental leadership, employees, and county partners.

By Order of the Sheriff



Todd K. Baxter

- * Indicates a significant change to this order.