20/10 Counter Personnel Duties and Responsibilities

The public counter may be the first and last contact a visitor has with unit personnel. Therefore, it is incumbent that personnel assigned to this position maintain the most professional demeanor keeping in mind the ***Department's Core Values and Mission Statement***. The duties of counter personnel include, but are not limited to, the following:

1. The counter will be manned primarily by Central Property and Evidence unit staff. They shall be in blue uniform or appropriate casual business attire.

2. Counter personnel will normally be responsible for all lobby traffic and shall answer the unit's main telephone line.

3. Staff assigned to the counter shall issue receipts upon presentation of the appropriate identification and forms.

4. Staff assigned to the counter shall collect a SHAD-121 with proper identification before any monies are released when such monies are held "in-tact". The property control card is pulled and stamped so personnel can recover monies from the vault. The transaction is recorded in the vault ledger and the monies released. The office staff must then update the P.C. card with the transaction so the transaction is closed out. For monies deposited in the Sheriff's trust fund, the public will be instructed to call Sheriff Headquarters to have their monies released.

5. All complaints received by counter personnel shall be referred to the Unit Commander.

6. Counter personnel shall refer all customers to the proper unit or agency when requests are not within our jurisdiction.

7. Counter personnel will perform various tasks as assigned by the Warehouse Manager and/or Unit Commander.

8. Counter personnel shall be responsible for maintaining a clean and professional appearing counter area.