

Clerk of the Circuit Court

Floyd County

(The Clerk's Office)

Standard Operating Procedures





Welcome:

To a dedicated team of public spirited employees who strive to provide friendly customer service to all stakeholders that interact with the Clerk of the Circuit Court of Floyd County.

In accordance with the State Board of Accounts Accounting and Compliance Guide, "Clerks may appoint such number of full or part time deputies and other assistants as may, in the judgment of the clerk, be necessary for the proper discharge of the duties imposed by law upon the clerk."

Therefore, as an employee of the Clerk of the Circuit Court (Clerk), you have been selected to become a part of a proud working tradition as a public servant. A public spirited individual is one who has an unselfish interest in the public welfare of their community.

Indeed, with this definition in mind, as unselfish government employees of the Clerk of the Circuit Court, our motto is a quote by Francis Bacon, "It is not what we profess, but what we practice that gives us integrity...." As we practice unselfish, unbiased team work, the office culture will be an atmosphere that will facilitate public trust.

The Floyd County Board of Commissioners has established specific personnel ordinances that apply to employees of the Clerk. It is the responsibility of all employees to become familiar with and comply with the regulations set forth by this governing body.

Vision Statement:

Our vision is to be a government office that serves the tax payers of Floyd County and the general public in an efficient, honest and dedicated manner.

Mission Statement:

Our mission is to fulfill our vision by providing friendly, honest, efficient quality service on a consistent basis to all persons that are served by this office.



Employee Expectations:

The Clerk is committed to a mutually rewarding and direct relationship with her employees. Thus, this office attempts to be receptive to constructive suggestions, criticisms, and questions intended to improve the culture and service of the office. The Clerk's office is committed to delivering the highest level of services to our residents, co-workers and guests of our office; therefore, all employees are expected to:

1. Treat all residents, co-workers and guests as customers,
2. Represent the Clerk's office in a positive and ethical manner,
3. Perform assigned tasks in a safe, honest and efficient manner,
4. Be impartial in performing tasks, showing no favoritism, indicating no political preference,
5. Attend work as required and to be punctual,
6. Maintain a business professional appearance.

Employer Expectations:

The Clerk retains the discretion to exercise all managerial functions including but not limited to:

1. Dismiss, assign, supervise, and discipline employees,
2. Determine and change employee work schedules, to meet the needs and demands of the office,
3. Assign employees to other jobs within the department,
4. Establish, change and abolish policies and practices.



Behavior/Conduct:

In keeping with the vision and the mission of the Clerk's office, employees are to:

1. Make decisions for the public's best interests,
2. Not engage in any business that would be, directly or indirectly, inconsistent with the conscientious performance of our public duties,
3. Make no private promises of any kind that may unduly influence our public duties,
4. Accept the responsibility to expose corrupt practices and/or behaviors,
5. Treat yourself and others with respect,
6. Act in a professional and responsive manner,
7. Work together in a spirit of cooperation and understanding,
8. Treat all persons doing business with the Clerk's office with respect and courtesy. Employees should not engage in arguments, debates, or lengthy discussions with private citizens. If an employee feels he/she can not resolve the complaint of a co-worker or other stakeholder he/she should refer that individual to the Clerk.
9. Not use an employee's position, public property or public resources for the personal or political benefit of ourselves, family, business or professional associates.

Grooming:

Employees of the Clerk's office are to portray a professional atmosphere. Business to business-casual attire is appropriate. Every effort should be made to provide the community with a neat and clean appearance to instill public confidence and respect.

Payroll Recordkeeping:

Part-time Employees are required to submit a signed personal timesheet to the Clerk so that the Clerk may submit an overall timesheet claim to the Auditor for payment of wages. Deliberate falsification of this document may be construed as Ghost Employment and may be subject to immediate termination.



Confidential Information:

It is the intent of the Clerk to comply with Federal, State and Local Public Access Regulations. However, access may be limited when necessary to prevent undue interference with the activities of this office (I.C. 5-14-3-7).

In the course of employment with the Clerk's Office, an employee may have access to information which is confidential or sensitive, including, but not limited to, information about matters of the court, protective orders, child support orders, garnishments, warrants, sheriff sales and the like. Employees shall not use, disclose, or divulge the confidential/sensitive information to any third party unless the document is verified as public information and has been requested by the public or so ordered by the Court.

In addition, no person to whom this document applies shall use or permit the use of any confidential/sensitive information regarding the Clerk's Office or its affairs to advance the financial or personal interest of that person or any other person. Violation of the confidential information policy may result in a discipline action or immediate termination.

Use of Public Property:

No employee shall use the funds, property, equipment, supplies or labor of the Clerk's office for a purpose which is for the private benefit of said individual, employee or any other individual or group of individuals unless the same benefit is available to the general public on equal terms or the use is in accordance with the regulations or ordinances as adopted by the Floyd County Board of Commissioners. Misuse of public property may result in immediate termination.

Use of Electric Media and Technology:

All employees have a responsibility to use the county owned electric media (such as computers, Internet, E-mail and Mobile Phones) provided in a manner which both enhances the image of the Clerk's Office and is productive in its service and operation.

All employees should use customer service appropriate telephone etiquette, such as answering the telephone like: "Good morning/afternoon, the Clerk's office, may I help you?" Likewise, e-mail should be treated as a business letter keeping in mind that voice inflection, tone or sarcasm does not translate well in written communication.

All software and hardware are property of Floyd County. Therefore, there is no reasonable expectation of privacy for any employee that uses government property.



Vacation and Other Leave Days:

In accordance with the personnel ordinances as set forth by the Floyd County Board of Commissioners, vacation and personal days are to be scheduled by the officeholder for any exceptions as dictated by ordinance.

The Clerk maintains the right to deny vacation or personal days off to ensure the smooth operation of the office. Vacation or personal days will be granted on a first come basis.

The Clerk's office recognizes that from time-to-time an employee is ill. Please contact the Clerk to report an illness.



Compensatory Time in lieu of Payment for Over Time:

The traditional office hours for the employees of the Clerk's office are Monday through Friday, 8:00 a.m. to 4:00 p.m. with a one hour lunch break period. However, from time-to-time staff may find it necessary to work over the normal scheduled week. All overtime must be approved by the Clerk in advance of working.

Federal regulations allow for government employees to be compensated for additional hours worked beyond a forty hour work week with compensatory time off. Compensatory time is to be kept at a minimum. Similar to vacation request, employees must schedule accumulated compensatory time off in advance to allow for adequate staffing levels. The employer has the right to manage compensatory time; therefore, maintains the right to require an employee to use compensatory time off.

The Clerk recognizes that from time-to-time it may be a benefit to the employee to utilize a flexible work schedule. If an employee finds it necessary to work non-traditional office hours, the employee must obtain prior approval from the Clerk. Failure to follow proper overtime/compensatory/flex schedule procedure may result in possible discipline action including possible termination.



Miscellaneous:

Personal property should be stowed in a manner that will not detract from the operations of the Clerk's Office. As an example, personal cell phones should be on mute, vibrate or silent mode inside a handbag, purses and the like should be in a drawer or cabinet. Personal communication devices may used during emergencies and/or on a very limited bases.

In the event of inclement weather, the Floyd County Commissioners could close the County offices. Please listen to major broadcast media, call the Commissioners weather hotline for said alerts.

Should an employee have an FMLA (Family Medical Leave Act) qualified event or becomes temporarily or permanently disabled, as defined by the ADA (Americans' with Disabilities Act) the employee should notify the Clerk and contact the Auditor's office to complete appropriate paperwork and make suitable accommodations.

Clerk of the Circuit Court
Employee Profile and Performance Appraisal Report

Employee's Name:	Employee ID or last 4 of SS#
Title	Hire Date:
Status ◊ Exempt ◊ Non-exempt	Number of Years of Experience in Position:
Review Period From: To:	Today's Date:
Evaluator's Name:	Evaluator's Title:
Type of Evaluation ◊ Annual ◊ Probationary ◊ Other (specify)	

THE PURPOSE: The intention of job performance and evaluation of each staff member is to enhance the service offered by the employee's of the Floyd County Clerk of the Circuit Court. This document will assist in that process.

INSTRUCTION:

1. To facilitate the evaluation processes please use this form. The following classifications are to be used:
 - a. Exceeds Expectations
 - b. Meets Expectations
 - c. Needs Improvement
 - d. Not Meeting Expectation
2. The Evaluator and the Employee **must sign** this form.
3. The Employee may submit a written response about the contents of this performance appraisal.

DEFINITIONS:

1. **Job Competencies:** skills, abilities, and/or personal characteristics that have been identified as important to an employee's success with the Clerk of the Circuit Court's Office
2. **Exceeds Expectations:** Consistently far exceed requirements for effective performance in this category.
3. **Meets Expectations:** Consistently meets requirements for effective performance in this category
4. **Needs Improvement:** Consistently meets most of the requirements for effective performance in this category
5. **Not Meeting Expectations:** Consistently below the level that is expected for effective performance in this category

Clerk of the Circuit Court
Employee Profile and Performance Appraisal Report

Vision Statement:

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Mission Statement:

Our mission is to fulfill our vision by providing friendly, honest, efficient quality service on a consistent basis to all persons that are served by this office.

Job Knowledge: This person possesses adequate practical and technical knowledge, skills and abilities as related to perform the duties of the job. This person understands the purpose of the work assigned and how this position contributes to the overall mission of this agency.

Rating	Comments that support Rating
<input type="checkbox"/> Exceeds Requirements	
<input type="checkbox"/> Meets Requirements	
<input type="checkbox"/> Needs Improvements	
<input type="checkbox"/> Does Not Meet	

Teamwork: This person encourages and facilitates cooperation, pride and trust. This person fosters commitment and team spirit; works cooperatively with others to achieve the goal of this agency to serve the general public in an efficient, honest and dedicated manner.

Rating	Comments that support Rating
<input type="checkbox"/> Exceeds Requirements	
<input type="checkbox"/> Meets Requirements	
<input type="checkbox"/> Needs Improvements	
<input type="checkbox"/> Does Not Meet	

Customer Service: This person demonstrates knowledge of internal and external customers; is sensitive to customer needs and expectations; anticipates needs and responds promptly and willingly to provide information services and/or products if appropriate. A Customer is anyone that enters the door of the Clerk of the Circuit Court of Floyd County.

Rating	Comments that support Rating
<input type="checkbox"/> Exceeds Requirements	
<input type="checkbox"/> Meets Requirements	
<input type="checkbox"/> Needs Improvements	
<input type="checkbox"/> Does Not Meet	

Clerk of the Circuit Court
Employee Profile and Performance Appraisal Report

Productivity and Quality: This person generates the amount of work necessary to successfully meet required deadlines while performing major job duties correctly and completely; professionalism and thoroughness of work are demonstrated.

Rating	Comments that support Rating
<input type="checkbox"/> Exceeds Requirements	
<input type="checkbox"/> Meets Requirements	
<input type="checkbox"/> Needs Improvements	
<input type="checkbox"/> Does Not Meet	

Adaptability and Organizational Skills: This person has the ability to master new techniques or duties and understands explanations as required for the position. This person demonstrates flexibility in meeting the changing demands of the work environment. Furthermore, this person possess the ability to effectively, efficiently plan, arrange and complete work priorities; makes efficient use of available resources to optimize productivity.

Rating	Comments that support Rating
<input type="checkbox"/> Exceeds Requirements	
<input type="checkbox"/> Meets Requirements	
<input type="checkbox"/> Needs Improvements	
<input type="checkbox"/> Does Not Meet	

Attendance, Reliability and Grooming: This person can be relied upon to attend work and regularly reports to duty on time, completes work shifts, and is punctual to meetings. This person reports to work in appropriate business attire suitable for the job requirements.

Rating	Comments that support Rating
<input type="checkbox"/> Exceeds Requirements	
<input type="checkbox"/> Meets Requirements	
<input type="checkbox"/> Needs Improvements	
<input type="checkbox"/> Does Not Meet	

Note: Failure to meet expectations for any goal or objective may result in an employee being placed on a Work Improvement Plan or separation.

OVERALL PERFORMANCE RATING AND COMMENTS	
<input type="checkbox"/> Exceeds Requirements	
<input type="checkbox"/> Meets Requirements	
<input type="checkbox"/> Needs Improvements	
<input type="checkbox"/> Does Not Meet	

Clerk of the Circuit Court
Employee Profile and Performance Appraisal Report

CLOSING REMARKS: Individuals perform best when they clearly understand job expectations. Identified below are specific strengths and weaknesses observed in this person. Furthermore, identified are the most critical developmental needs of the employee.

Employee Strengths related to this evaluation	
Developmental Objectives (Knowledge/Skills/Abilities Needed to Reach Goals)	Developmental Training/Assignments (On-the-job Training/Details)

Additional Comments:

Is a Work Improvement Plan generated as a result of this appraisal? Yes/ No

I hereby certify that this report constitutes an accurate evaluation using my best judgment of the service performed by this employee for the review period covered		
Signature of Evaluator:	Title of Evaluator:	Date:

My signature indicates that I have had an opportunity to review this report. I am aware that I have a right to request a copy of this report and that my signature does not indicate that I necessarily agree with the ratings. Furthermore, I understand that I may respond to this report within 30 (thirty) days.	
Employee:	Date:



Employee Receipt and Acknowledgement Page:

By signing below, I certify that I have received a copy of the Standard Operating Procedures for the Clerk of the Circuit Court's office. I understand that it is my responsibility to become familiar with these policies.

Furthermore, it is my responsibility to familiarize myself with the personnel ordinances that apply to employees of Floyd County as established by the Floyd County Board of Commissioners.

Moreover, by signing below, I authorize the payment of compensatory time off in lieu of overtime compensation as allowed by Federal Regulations, Fair Labor Standards Act. I understand that the compensatory time will be granted if previously approved for all hours worked in excess of 40 hours per week.

Should I have any questions regarding these office procedures, I understand that I am encouraged to discuss these questions with the Clerk. If I have any questions with the personnel ordinances that apply to employees of Floyd County as established by the Floyd County Board of Commissioners, I am encouraged to obtain clarification from the Floyd County Auditor or the Board of Commissioners.

Date: _____

Employee's Printed Name: _____

Employee's Signature: _____