

**CITY OF GREEN BAY
POLICE DEPARTMENT – NON SWORN
STANDARD OPERATING GUIDELINES**

Title: Front Desk Staffing	Guideline Number: PDNS SOG 1
Effective Date: August 12, 2013	Revision Date: N/A

The purpose of this SOG is to define the staffing protocol for the front desk of the police department.

Peak Weekday Hours: During the peak weekday hours of operation from 9 a.m. to 5:30 p.m. the front desk will typically be staffed with 2-employees, final staffing is at the discretion of the Supervisor.

When there is a need to fill a vacancy between the hours of 9:00 a.m. and 11:30 a.m. the Police Department may first assign a former front desk employee from the records division.

If it is necessary to call-in an employee to staff the front desk, call-in will occur in the following order:

- a) By seniority from employees who work the front desk and are below 40-hours in the particular week; and the available hours do not put the employee over 40-hours per week. This will also include an employee on a 4-day schedule (42-hours) that has taken accrued time off in that particular week.
- b) If no one is available as described in a), then call-in based on seniority from employees who work the front desk that have worked more then 40-hours in the particular week.

Weekends. During weekends and holidays, the staffing at the front desk may be reduced to one employee.

Department Head: /s/ Police Chief Thomas Molitor	Date: August 12, 2013
Human Resources Director: /s/ Lynn M. Boland	Date: August 12, 2013

This guideline is a supplement to the Police Department policies and procedures and/or City of Green Bay policies and procedures. The City reserves the right to change, revise and/or delete this guideline with advance notice to the affected employees. This guideline is not subject to the grievance procedure.