Holding Down the Fort:

Office Management & Procedures Round Table

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Agenda

- Hiring & Training
- Policies & Procedures
- Dual-Role: Law Enforcement & Civil Process
- Communication

Hiring & Training
Top Mistakes Small Organizations Make with Human Resources

1. Not having an effective hiring process
2. Not onboarding new employees
3. Not documenting performance issues
4. Not having up to date materials/handbooks

Your Role

As the person in the office, you probably see issues like this first?

Do you have issues like this in your office? What are they?
You May Not Have Much Say...

*What are the top 3 things you wish your constable would look for in a deputy or staff member?*

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You Probably are Involved Once Someone is Hired...

**Week 1: What do you do?**

- HR policies – Leave, time off, benefits, rules
- Office culture – How do you like to communicate?
- Office procedures

**After week 1?**
Policies & Procedures

Policy – what the management expects from employees (what)

Procedure – detailed description of how the instructions in the policy should be carried out (how)
## Policies/Procedures to Include

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<tr>
<th>IT</th>
<th>HR</th>
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<td>• Email</td>
<td>• Timekeeping</td>
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<td>• Website maintenance</td>
<td>• Pay Periods</td>
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<td>• Vacation, Sick time, etc.</td>
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## More Policies/Procedures to Include

- Job duties
  - Accepting papers
  - Handling deadlines
  - Communicating with court staff
  - Filing returns
  - Legal resources
  - *What else??*
Drafting & Approving Policies/Procedures

- Constable handles it exclusively
- Constable collaborates with staff
- Deputies, clerks, and other staff provide their current procedures to the constable, then the constable either finalizes or works with staff to finalize procedures
- *What benefits/drawbacks do you see to each approach?*

Tips for Drafting Policies/Procedures

- Simple
- Easy to read/understand
- Relevant
- Enforceable
- Have multiple reviewers to check the above
Dual Role: Law Enforcement & Civil Process

Poll

Did you work in law enforcement before coming to the constable’s office?
Do you know what the officers do when they go out to serve?

Have you ever served process yourself or done a ride-along with a serving officer?

How big is your office?

Do the officers work both criminal & civil cases?
Relationships with Other Agencies

• How do you work with other law enforcement and county agencies?
• Who do you work with most?

Communication
Communication with the Public

Top Responses for “I can’t give legal advice.”

Who has the best one-liner in the room?
Helpful Resources to Share

- Texas Statutes & Rules –
  - [https://statutes.capitol.texas.gov/](https://statutes.capitol.texas.gov/)
- Texas State Law Library - [https://www.sll.texas.gov/](https://www.sll.texas.gov/)
- Texas Law Help – [www.texaslawhelp.org](http://www.texaslawhelp.org)
- TJCTC Deskbooks, Charts & Checklists, Recordings for Credit, Self-Paced Modules, and Forms – [www.tjctc.org](http://www.tjctc.org)

Communication in the Office
Call, Text, Message, Email

- How do you communicate with other members of your office?
- Do you use work phones or a computer software?
- Do you have procedures for specific requests or physical inbox/outboxes?

Goals:

After our discussion today, what are your 2 goals or 2 ideas for your office to implement?