



OAKLAND COUNTY SHERIFF'S OFFICE

Policies and Procedures

	NUMBER 355	DATE August 15, 2019
SUBJECT:	KRONOS TELESTAFF SYSTEM	DISTRIBUTION M – Kronos Users
REFERENCE:		

POLICY

It is the policy of the Oakland County Sheriff's Office to establish guidelines for leave requests and proper recording of work hours for payroll processing in order to maintain an adequate staffing level for everyday operations and special events using the web-based program Kronos Workforce Telestaff.

KRONOS TELESTAFF

Kronos Workforce Telestaff is the Sheriff's Office current scheduling software. The software builds, tracks and stores scheduling data, to include daily rosters, planned and unplanned leave. It may also be utilized to conduct shift, location and vacation bidding, to schedule training, to prepare overtime, leave and overtime reports based on real-time scheduling data.

PURPOSE

This procedure identifies the scheduling requirements for the proper payment and schedules of all personnel. It also identifies the responsibilities and time frames for completing timekeeping and leave day entries.

PROCEDURE

1.0 SCHEDULING

Post Assignments

Division Captains, based on budgeted positions, will determine the number of personnel and post assignments to be entered into Telestaff in order for Sergeants (staffers) to manage daily rosters.

Shift Assignments

Shifts and leave days will be assigned based on bi-annual shift bidding (Bump) according to Collective Bargaining Agreements (CBA's). Shift personnel and assignments will be entered and updated by designated staffing personnel within each division.

2.0 **TELESTAFF ROSTERS**

- 2.1 A Telestaff roster is created for each division.
- 2.2 Employees are responsible for the accuracy of their time worked at the end of each shift. Sergeants are also to review daily rosters to ensure accuracy for payroll purposes.
- 2.3 Employees are responsible for entering any leave day requests, overtime sign-ups or unplanned overtime work codes for approval on the roster or their personal calendar.
- 2.4 All employees are responsible for immediately updating changes to personal information in Telestaff, such as phone numbers, text and email addresses as soon as possible.

3.0 **DAILY ROSTERS**

- 3.1 Daily roster assignments will be completed by the Sergeants or designated staffers of each division's work location.
- 3.2 It will be the responsibility of the Sergeants in the divisions to maintain accurate daily rosters to ensure that adequate staffing levels are met.
- 3.3 Sergeants will be responsible for managing overtime and leave in their assigned areas and use the appropriate work code(s) and detail code(s) from Telestaff's list of codes to indicate the reason for staff overtime and leave.
- 3.4 Telestaff will automatically finalize all daily rosters. After finalization is complete, any necessary adjustments must be submitted to a Command Officer for entry. Any necessary adjustments after payroll closing must be submitted via a correction memo to the Payroll Administration/Timekeeper. Adjustments shall be entered into Telestaff for an accurate reflection of payroll.
- 3.5 Corrective Services Main Division (CSMD) Sergeants shall create and save a call/force list for the following day prior to the beginning of outbound call around.
- 3.6 Outbound hiring for future rosters will vary based on divisions and work locations.

4.0 **OVERTIME**

- 4.1 Employees must use the various overtime sign-up code(s) on their personal calendar in order to be considered for overtime positions.
- 4.2 Employees may accept, reject or skip offers of overtime; if rejecting or skipping, Telestaff will continue to call for remaining available preferred locations as each offer is independent of the others. It is the responsibility of each employee to listen and verify what location/position they are being called for.

- 4.3 The employee shall refer to their personal calendar to check the accuracy after refusing/accepting the overtime call. **Any discrepancies in the number of hours must be brought to the attention of a Command Officer immediately.**
- 4.4 Outside of the automated hiring, each employee is responsible for entry and/or accuracy of any overtime codes and special details worked where a Sergeant or above has not already entered the overtime.
- 4.5 Overtime requests must be submitted for approval within the designated amount of time, determined by each work location in order to be entered into payroll. Overtime requests are not allowed by the system after the roster is finalized without proper authority.
- 4.6 It is the responsibility of the Shift Sergeant to review and approve any requests submitted and pending on the Telestaff Dashboard. Daily reviews of at least the previous two (2) days must be made of the pending requests in order to catch any entries made after the completion of each shift.
- 4.7 It is the responsibility of the Shift Sergeant to review overtime requests and verify the correct hours, work code and detail code before approval.
- 4.8 After the division's designated time, the roster will be finalized and no changes may be made without an email to a Command Officer or a payroll corrections memo sent to Payroll Administration if the pay period has ended.
- 5.0 **LEAVE REQUESTS**
- 5.1 Employees will be approved for leave requests submitted according to their contract.
- 5.2 The asterisk next to a leave code indicates that the request is NOT approved.
- 5.3 Approved requests do not have an asterisk next to the code.
- 5.4 Any call-ins must be made to the Command Officer if within 1 hour of the beginning of an employee's shift.
- 5.5 Any leave days entered within 24 hours of an employee's shift may be subject to Command approval.
- 5.6 **Leave requests do not transfer if reassigned to another location. Approved leave requests must be removed and re-added under current assignment by a Command Officer.**
- 5.7 Annual leave bidding will occur bi-annually as per the Collective Bargaining Agreements.

- 5.8 Employees are responsible for signing in and bidding in order to be considered for Annual Leave day approval
- 5.9 After the bidding process is complete, leave days will be approved on a first come, first serve basis. Employees must enter the leave code that they are requesting from their personal calendar.
- 5.10 The employee must check their personal calendar for verification after being notified of the completion of the review process.



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