OFFICE PROCEDURES MANUAL



RISK MANAGEMENT PRACTICE GUIDE OF LAWYERS MUTUAL

AN OFFICE POLICIES AND PROCEDURES MANUAL IS COMPOSED OF TWO DISTINCT SECTIONS.

THE MANUAL

The OFFICE POLICIES SECTION refers to rules and regulations, like employment, behavior, and inclement weather procedures.

2 .

THE OFFICE PROCEDURES SECTION documents administrative functions like file management, conflicts of interest checking, managing the trust account, calendaring, and routine activities like opening mail and answering the phone.

WRITING THE MANUAL

- Use simple language. Sentences 20 words or less.
- Have a detailed structure outline format.
- 3. Use a positive tone.
- Compile information before you begin to write the manual.
- Avoid specific actions and instead focus on standard document preparation.
- Organize information into categories to give the manual structure.
- Create a production schedule.
- 8. Edit for consistency.
- 9. Establish a review.

STANDARD



Policies and standards on the following:

- Typography.
- Letters and Memos. Including fax cover sheets.
- Pleadings. Include format rules dictated by the courts.
- Other Documents. This might include email formetting, forms, office signatures.

. .

OFFICE STRUCTURE

- Introduction, include firm's mission.
 - Building Layout and Access. Maps of the building and office layout access to the office outside of business hours.
- Job Descriptions. Identify responsibility for jobs and tasks.
- Supplies and equipment. Location of supplies and equipment, and maintenance procedures.

OFFICE PROCEDURES

Detailed instructions on

- Security
- Emergency or Disaster
- Representing Firm
- Representing Clients
- Communications
- Filing System
- Docket Control System
- Finances

PERSONNEL POLICIES

- General Policies, include federal and state regulations.
- Employment. Classification, personnel files, disciplinary/termination terms.
- Conduct, include online behavior and use of office equipment and supplies.
- Hours of Work, Describe any selecommuting or alternate schedules.
- Benefits.
- Holidays and Paid Leave.

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Administrative Assistant Procedures Manual

Sebastian Brünink

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Plunkett's Procedures for the Medical Administrative Assistant Heather D Ramsay, Marie Rutherford, 2019-12-11 NEW Four Colour design with new art programme better illustrates current concepts and improves readability and visual appeal UPDATED Expanded coverage of healthcare plans across Canada NEW Coverage of Electronic Medical Records EMR NEW Evolve site including chapter review questions review questions videos forms and templates audio glossary and more UPDATED Reflects contemporary standards technological tools and terminology used in day to day modern health care practice NEW New and revised learning tools including learning objectives key terms assignment boxes tips critical thinking boxes and Did You Know boxes UPDATED Reflects current privacy legislation PIPEDA and changes to provincial and territorial Freedom of Information acts NEW Chapter order and comprehensive Table of Contents Stroman, 2008-04-04 Between coordinating meetings making travel arrangements and running the phone lines being a professional administrative assistant requires an astonishing and varied range of skills involving interpersonal communication written presentations and organizational ability Written in a down to earth style Administrative Assistant s and Secretary's Handbook provides readers with information on subjects including record keeping telephone usage office machines mail business letters and computer software skills Now in its third edition the book has been completely revised with expanded coverage of topics including electronic records management interpersonal and communication skills troubleshooting computer problems time and stress management customer service event planning web conferencing math for office professionals office management and supervision transcription and much more Comprehensive and completely up to date this is the book every administrative professional should own Administrative Assistant's & Secretary's Handbook James Stroman, Kevin Wilson, Jennifer Wauson, 2004 The most thorough career guide for administrative professionals now addresses the latest issues in a new second edition Administrative Assistant's and Secretary's Handbook James Stroman, Kevin Wilson, Jennifer Wauson, 2014-06-18 The expectations and duties of the modern day administrative assistant are higher and more stressful than ever before The Administrative Assistant's and Secretary's Handbook will help professionals everywhere come out on top From managing the phones coordinating meetings and preparing presentations to planning events crafting clear business communications and deciphering legal documents administrative assistants need to be everything to everyone all the time and all with a smile They spend all day helping others but who is going to help them For office professionals seeking to improve their performance and enhance their value to employers this handbook is the definitive source of help for these true jack of all trades In The Administrative Assistant's and Secretary's Handbook you will find information on topics such as Creating graphics charts and presentations Microsoft Word Excel Outlook and Publisher Web conferencing Electronic and paper filing systems Recordkeeping Meeting planning and management Business math and much more Extensively updated with new information on Windows 8 Microsoft Office 2013

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