

OFFICE PROCEDURES MANUAL



LAWYERS
MUTUAL

LIABILITY INSURANCE
COMPANY OF
NORTH CAROLINA

RISK MANAGEMENT PRACTICE GUIDE OF LAWYERS MUTUAL

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

- 1** 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.

THE MANUAL

WRITING THE MANUAL

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

STANDARD FORMATS

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 formatting, 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 telecommuting or alternate schedules.
- **Benefits.**
- **Holidays and Paid Leave.**

DOWNLOAD THE OFFICE PROCEDURES MANUAL PRACTICE GUIDE

Administrative Procedures Manual Examples

Ian Pickup



Administrative Procedures Manual Examples:

Administrative Procedures Manual United States. National Archives and Records Administration, 1985 **Department of the Interior and related agencies appropriations for 1979** United States. Congress. House. Committee on Appropriations. Subcommittee on Department of the Interior and Related Agencies, 1978 **Nuclear Regulatory Commission's Agreement States Program** United States. Congress. House. Committee on Government Operations. Environment, Energy, and Natural Resources Subcommittee, 1994 **Nursing Administration Handbook** Howard S. Rowland, Beatrice L. Rowland, 1997 With the recent new and radical developments in the health care field that have been introduced at a breathless pace nurse administrators must work to stay informed of the developments that affect their nursing departments both directly and indirectly The Nursing Administration Handbook has a long track record both as a textbook and as a hands on tool for nurse executives seeking insight and step by step guidance in all aspects of administration The fourth edition of this text surveys the entire field of nursing administration and incorporates the most significant new developments and current practices **Federal Administrative Procedure Sourcebook**, 1992

Manuals and Publications United States. Department of the Interior, 1954 **Administrative Procedure Act** United States. Congress. Senate. Committee on the Judiciary, 1964 Considers legislation to revise procedures issuing and administering Federal regulations **Quick Reference to Payroll Compliance, 2015 Edition** Alice Gilman, 2015-08-16 Quick Reference to Payroll Compliance is a one volume resource that gives you straightforward instruction on complying with both federal and state laws for all areas of payroll administration from calculating gross pay to handling garnishments from taxation of fringe benefits to year end reporting Quick Reference to Payroll Compliance helps you take the guesswork out of payroll compliance with current coverage of Wage and hour laws Taxation and reporting of wages Taxation of fringe benefits and other compensation Tax deposit requirements Garnishments New hire reporting Year end reporting Quick Reference to Payroll Compliance gives you the information you need to ensure federal and state compliance including Quick clear explanations of Federal rules and regulations Easy to read requirements for all 50 states Line by line and box by box instructions for completing payroll tax forms And much more **Administrative Procedure Act** United States. Congress. Senate. Committee on the Judiciary. Subcommittee on Administrative Practice and Procedure, 1964 Considers legislation to revise procedures issuing and administering Federal regulations **Jones & Bartlett Learning's Administrative Medical Assisting** Julie Ledbetter, 2020-04-27 Designed to ensure that every medical assisting graduate can quickly trade a cap and gown for a set of scrubs Jones Bartlett Learning s Administrative Medical Assisting Fourth Edition is more than just a textbook it s an engaging dynamic suite of learning resources designed to train medical assisting students in the administrative skills they ll need in today s rapidly changing health care environment

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