

**WORK PROCESSES**  
**OFFICE MANAGER/ADMINISTRATIVE SERVICES**  
O\* NET/SOC CODE: 11-3011.00 RAPIDS CODE: 1033

Office Manager/Administrative Services is responsible for a variety of administrative and clerical duties that are necessary to run and maintain organizations efficiently. Managerial training for office manager/administrative services should include prioritizing units' work, assigning work to others, organizing and analyzing operations and procedures, reviewing/revising work and forms, teambuilding and supervision and managerial skills.

**ON THE JOB TRAINING SCHEDULE (OJT)**

	<b><u>APPROXIMATE HOURS</u></b>
<b><u>Technology and Computer Applications</u></b>	600
Email software	
Office software (word processing, spreadsheets, presentations)	
Customer Relationship Management (CRM) if applicable	
<b><u>Records and File Management</u></b>	500
Maintain paper and electronic files, adhering to company policy	
<b><u>Office Procedures / Administrative Tasks</u></b>	600
Greet and direct office visitors	
Maintain office visitors log	
Demonstrate punctuality and professionalism	
Disburse incoming mail, calls, and emails to appropriate staff members	
Order office supplies, adhering to company procurement policy	
<b><u>Communication Skills</u></b>	300
Demonstrate effective internal communications to ensure team cohesion	
Utilize proper email and phone etiquette	
Demonstrate professional internal and external communication practices	
<b><u>Bookkeeping</u></b>	400
Prepare outgoing invoices, ensuring accuracy	
Obtain necessary approvals for outgoing invoices	
Obtain approval for payment of incoming invoices	
Use accounting software to document customer/client transactions	
Use accounting software to create and send invoices and payments	
Use accounting software to generate financial reports	
Send overdue notices to clients as necessary	
Deposit incoming checks and record payments in accounting software	
Adhere to company procurement policy to purchase needed equipment and supplies	
<b><u>Banking Procedures</u></b>	300
Complete check registers manually or electronically	
Prepare, complete, and properly document deposits	
Reconcile bank and credit card statements	
Compile lists of outstanding checks	
<b><u>Meeting and Team Coordination</u></b>	800

Coordinate staff schedules to coordinate internal meetings and appointments  
Respond to incoming scheduling requests, ensuring staff availability  
Prepare agendas for internal and external meetings  
Take comprehensive meeting minutes and disburse to meeting participants

**Payroll**

300

Adhere to company policy to collect and verify staff time cards  
Execute payroll entry using company payroll processor  
Enroll and de-enroll staff in company payroll system  
Maintain staff information and documents in company payroll system

**Inventory Control**

200

Take physical and perpetual inventory  
Maintain inventory database and generate reports as needed

**TOTAL HOURS****4000**

**RELATED INSTRUCTION OUTLINE**  
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<b>Suggested 1st Year</b>	<b>APPROXIMATE HOURS</b>
<b><u>Office Procedures: Supervision</u></b>	64
Office Management	
Secretarial Duties	
Time Management	
File Management	
Record Keeping	
Supply Inventory	
<b><u>Supervisory Skills</u></b>	64
Team Building Skills	
Conflict Resolution	
Training the Adult Learner	
Diversity Training	
Sensitivity Training	
<b><u>Supervision Applications</u></b>	16
Computer Application	
Creating, editing and proofreading word processing documents	
Returning data	
Creating spreadsheets, databases and documents	
Developing graphics and importing to text	
<b><u>Suggested 2<sup>nd</sup> Year</u></b>	<b>APPROXIMATE HOURS</b>
<b><u>Supervision and Managerial Skills</u></b>	68
Interpersonal/Employability Skills	
Communication Skills	
Organization Skills	
Personnel procedures	
Management responsibility	
<b><u>Accounting and Financial Services--Supervision</u></b>	68
Theory of Accounting Cycle	
Payroll	
Banking procedures	
Journal and Ledgers	
<b><u>Office Equipment--Supervision</u></b>	8
Using the copier	
Fax	
Electronic Mailing	
Internet Communication	
<b>TOTAL HOURS</b>	<b>288</b>

Other related courses as deemed necessary by the sponsor and/or the Apprentice Coordinator.