
Task Standards

Individual Job Duties

Mental Processes

Processing, planning, problem-solving, decision-making, and innovating

- Analyze accounting records to determine financial resources required to implement program and submit recommendations for budget allocations.
- Analyze internal processes and plans or implement procedural and policy changes to improve operations.
- Analyze operating practices and procedures to create new or to revise existing methods.
- Coordinate activities of clerical and administrative personnel in establishment or organization.
- Coordinate and direct office services, such as records, budget preparation, personnel, and housekeeping, to aid executive.
- Develop and implement records management program for filing, protection, and retrieval of records, and assure compliance with program.
- Evaluate and resolve human relations, or work-related problems, and meet with management to determine appropriate action.
- Evaluate and select providers of services, such as meeting facilities, speakers, and transportation, according to customer requirements.
- Evaluate recruitment and selection criteria to ensure conformance to professional, statistical, and testing standards, and recommend revisions as needed.
- Organize and develop training procedure manuals and guides.
- Plan and adjust work schedules and assign duties to meet customer demands.
- Plan and develop programs, budgets, and services, such as lodging, catering, and entertainment, according to customer requirements.
- Recommend approval or disapproval of requests for funds.
- Recommend cost saving methods to improve efficiency of department
- Review forms and reports, and confer with management and users about format, distribution, and purpose, and to identify problems and improvements.
- Schedule classes based on availability of classrooms, equipment and instructors.

Interacting With Others

Interactions with other persons or supervisory activities

- Arrange for interviews and travel and lodging for selected applicants at company expense.
- Communicate with customers to ascertain needs, advise on services, adjust complaints, or negotiate contracts
- Conduct reference and background checks on applicants.
- Confer with managers, instructors, or customer representatives of industrial or commercial establishment to determine training needs.
- Consult with customers to determine objectives and requirements for events, such as meetings, conferences, and conventions.
- Coordinate and direct office services, such as records, budget preparation, personnel, housekeeping, to aid executive.
- Develop and conduct orientation and training for employees or customers of industrial or commercial establishment.
- Direct and coordinate activities of staff and convention personnel to make arrangements, prepare facilities, and provide services for events.
- Evaluate and resolve human relations, or work-related problems, and meet with management to determine appropriate action.
- Explain and provide advice to workers about company and government rules, regulations, procedures, and need for compliance.
- Interview applicants to determine interests, qualifications, and employment eligibility plans and assist in developing employment and curriculum plans.
- Interview workers and discuss with personnel, human relations and other work-related problems that adversely affect morale, health and productivity.

Task Standards-continued

- Locate and arrange for purchase of goods and services necessary for efficient operation of organization.
 - Negotiate and administer contracts with suppliers and vendors.
 - Observe worker performance and review employees' work to ensure accuracy or quality of work.
 - Provide potential applicants with information regarding facilities, operations, benefits, and career or job opportunities in organization.
 - Testify regarding proposed budgets before examining and fund-granting authorities to clarify reports and gain support for estimated budget needs.
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Information Input

Where and how information and data is gained

- File and retrieve corporation documents, records, and reports.
- Develop and conduct orientation and training for employees or customers of industrial or commercial establishment.
- Formulate policies and procedures for bid proposals and procurement of goods and services.
- Prepare records and reports, such as recommendations for solutions of administrative problems and annual reports.
- Prepare manuals and train workers in use of new forms, reports, procedures, equipment, according to organizational policy.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.