

# Work Processes Schedule

## OFFICE MANAGER/ADMINISTRATIVE SERVICES

**RAPIDS: 1033N**

O\*NET/SOC: 11-3011.00

REVISION DATE: 04/2016

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. Actual work time must be recorded in the Work Experience Log.

### Applicable Ratings/MOS

USMC MOS 0111, 0171, 3112, 3432, 3451, 4821, 6046, 8412, 8421

USCG YN

USN AZ, CMDCM, CMDCS, LN, LS, MA, NC, PS, RP, YN

### Related Instruction

**\*\*ALL BRANCHES OF SERVICE MUST BE E4 OR ABOVE\*\*** Any trade related schools/courses totaling 288 hours. MA must be E5 or above AND have completed one of the following courses; Ammunition Supply Admin, Anti-terrorism Officer Level II, Anti-terrorism Training Supervisor, Crew Served Weapons Instruction/Operations & Maintenance, Harbor Security Boat Training Supervisor, Military Working Dog Kennel Master, Security Force Officer Ashore/Afloat NSFO or Small Arms Marksmanship Instructor.

### Additional Requirement

USN, USMC, and USCG must be E4 or above - NC(Counselor) must have CCC course or CRF Academy. MOS 8412, 8421, must have completed Career Recruiter school. MA must be E5 or above, AND have completed one of the above mentioned courses. AZ must be E5 or above and have completed Aviation Maintenance Administration, Class A1. CMDCM and CMDCS must have completed SEA and CMC/COB course

Total Hours: **4000**

Skill	Description	Hours
A	<p><b>KEYBOARDING/COMPUTER APPLICATIONS-- SUPERVISION</b></p> <p>Prioritize work assignments Choose appropriate software and format/type letters, memos, reports, tables, business forms, financial documents Proofread and edit documents using automatic software features Backup, retrieve/delete, files, save/name/print documents/envelopes and lists/forms Merge mailing lists/forms Design and /or type newsletter, announcement and brochure Import graphics/data Create and/or manage databases Create and/or manage spreadsheets Use macros Type agendas, meeting minutes, legal documents Use boilerplate materials.</p>	400
B	<p><b>RECORDS MANAGEMENT-SUPERVISION</b></p> <p>Prepare file folders and labels (color coding) File four basic filing methods and retrieve information Prepare cross-references for filing documents Use a tickler follow up file Maintain contents of files Follow retention/transfer/purge/destroy procedures for files Apply computer conventions for filing Use/prepare PC directories Establish subject filing master index Select filing supplies and storage equipment Use pending, reading and suspense files.</p>	400
	<p><b>OFFICE PROCEDURES -- MANAGEMENT</b></p> <p>Greet visitors professionally Maintain visitor records Make/take/transfer calls using</p>	

C	<p>correct telephone techniques Take accurate messages Handle people/customers professionally Make/cancel appointments Use a telephone directory Contact appropriate associates Coordinate schedule/meetings/projects/conferences Take meeting minutes Make meeting minutes Make travel arrangements/itineraries Read maps, recognize time zones Make photocopies, assemble/collate/staple documents Maintain photocopiers Maintain office supply inventory and order office supplies using purchase orders Use reference and instruction manuals Use electronic dictionaries, thesauruses Set priorities, manage time, arrange workstations Display supervision skills Complete expense reports and forms Portray a good company image Follow safety practices.</p>	400
D	<p><b>COMMUNICATION SKILLS</b></p> <p>Speak and write clearly and concisely Use appropriate grammar Ask questions clearly Use positive tone of voice Follow directions (oral and written) Give clear instructions Demonstrate ability to present information orally Exhibit good listening skills Demonstrate ability to use shorthand/speedwriting/note taking.</p>	300
E	<p><b>COMPUTATIONAL SKILLS</b></p> <p>Perform mathematical computations (interest, percentage, discounts and averages) Use accounting software Demonstrate 10 key calculation skills by touch Post from journals to ledgers Use steps to locate errors in accounting Demonstrate ability to make monetary change Prepare payrolls data Handle accounts receivable/accounts payable/cash receipts Prepare bank deposit, reconcile bank statements Compute petty cash totals Prepare invoices.</p>	300
F	<p><b>MAIL PROCESSING MANAGERIAL INSTRUCTION TO INCLUDE</b></p> <p>Use a postage machine Process incoming/outgoing/interoffice mail Maintain mail registers Process faxes Prepare E-mail messages Send E-mail messages Use a zip code directory.</p>	100
G	<p><b>INTERPERSONAL/EMPLOYABILITY SKILLS -MANAGERIAL TRAINING</b></p> <p>Demonstrate punctuality/dependability/flexibility Demonstrate positive attitude/ethics Demonstrate teamwork skills Demonstrate ability to work with all types of people in a diverse workplace Demonstrate awareness of cultural diversity Demonstrate critical thinking/problem solving skills Demonstrate resume writing and interviewing skills Follow line of authority Supervise/train office workers Delegate work Handle multiple responsibilities Demonstrate cost consciousness.</p>	100
H	<p><b>COMPUTATION SKILLS SUPERVISION</b></p> <p>Use calculator or adding machines efficiently Demonstrate familiarity with basic computer terminology Use/create spreadsheets and databases for compilation of source data Use accounting payroll software applications</p>	300
	<p><b>ACCOUNTS RECEIVABLE SUPERVISION</b></p> <p>Prepare billing invoices check for accuracy Verify record, and post customer/client</p>	

I	<p>transactions Maintain aging of accounts receivables ie 30, 60, 90, 180 days Adjust/apply finance charges when necessary. Send overdue notice Generate outstanding accounts receivable listing Run monthly billing cycles Supplement computerized processed with paper trail maintain accounts receivable filing Purge uncollectible and send to collection.</p>	300
J	<p><b>ACCOUNTS PAYABLE--SUPERVISION</b></p> <p>Verify record and post all payable into current system Prepare, record and organize purchasing documents (purchase order invoices, warranty information) Maintain monthly accounts payable/disbursements listing Prepare disbursement check and record payable information in appropriate check register Prepare 1099 tax reports where applicable.</p>	300
K	<p><b>BANKING PROCEDURES--SUPERVISION</b></p> <p>Complete check registers manually or electronically Prepare deposit slips, prove to receipt reports Maintain and update checking, saving and money Market accounts Reconcile various bank statements Prepare outstanding check lists.</p>	300
L	<p><b>PAYROLL PREPARATION--SUPERVISION</b></p> <p>Demonstrate understanding of the processes and function of time cards, payroll registers, payroll earning forms Verify and record information for W-4 forms into employee data Calculate employee earnings based on hourly time records or based on annual salary Enter data into current payroll system Complete payroll data for in hours/outourced payroll check generation Calculate process payroll taxes through bank deposits and/or EFTPS Prepare monthly, quarterly, and annual state and federal payroll reports i.e. withholding employment disability etc.</p>	300
M	<p><b>INVENTORY CONTROL--SUPERVISION</b></p> <p>Demonstrate ability to take physical and perpetual inventory Compare inventories to locate shrinkage or shortage, prepare comparison report Maintain inventory data base and reports.</p>	200
N	<p><b>AUDITING/REPORTING--SUPERVISION</b></p> <p>Demonstrate knowledge of the functioning of a business entity Identify, maintain, and generate various reports used in connections with booking procedures, i.e. Aged Accounts Receivable, outstanding Accounts Payable, Inventory control reports and payroll reports Maintain source documents to prove above reports Demonstrate understanding of monthly close outs of bookkeeping records</p>	300