

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.**

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Office Procedure Manual Examples

James Hiebert



Office Procedure Manual Examples:

Law Office Policy & Procedures Manual Howard I. Hatoff, Robert C. Wert, 2006 This manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures The book an updated and expanded version of the previous fourth edition is divided into seventeen sections covering such topics as law office organization management and administration support personnel office policies personnel policies and benefits office security and emergency procedures financial management file systems technology and communications systems The book contains numerous sample forms and documents as well as extensive bibliographies A CD containing the entire text of the manual is included allowing customization of the manual for particular user needs

Modern typewriting and manual of office procedure. [With] Teacher's handbook and key Arthur E. Morton, 1903 **Navy Management Review** United States. Navy Management Office, 1958 Navy Management Review United States. Navy Department, 1958 *Modern Typewriting and Manual of Office Procedure* Arthur E. Morton, 1919 **Conceptual and Procedural Knowledge** James Hiebert, 2013-08-21 First Published in 1986 This book is intended for those people who are interested in how mathematics is learned It is intended especially for those who are interested in the mental processes involved in becoming mathematically competent and the mental processes that inhibit such competency from developing The volume opens with an overview of the issue and then traces the relationships between conceptual and procedural knowledge in mathematics from preschool days through the years of formal schooling Mathematics educators and cognitive psychologists from a variety of perspectives contribute theoretical arguments and empirical data to illuminate the nature of the relationships and in turn the nature of mathematics learning

Church Administration Robert H. Welch, 2005 Church Administration by Robert Welch will assist pastors and church administrators in becoming effective and efficient leaders managers and administrators Front Office Procedures Michael L. Kasavana, Richard M. Brooks, 1998 This textbook provides students with an in depth look at management of the front office and how this department interacts with other hotel departments to create a memorable guest experience The eighth edition been revised with new material on the potential impact of automated information technologies on a variety of front office functions This edition also includes new information on revenue managers how blogging and social networking affect hotels manual backup procedures for automated system failure identity theft prevention payment card security standards and green hotels In addition important discussions of front office operations have been expanded throughout the text especially with respect to human resources management business forecasting revenue management budget planning and front office staff interaction with sales housekeeping and security personnel Publisher description

Glass' Office Gynecology Michèle G. Curtis, Silvia T. Linares, Leah Antoniewicz, 2014 This is a mini textbook of gynecology to direct women s healthcare in the office Care of the patient in the office is often different than what is learned in medical school or in the hospital based residency The work will outline epidemiology of gynecologic disease examination

tips laboratory testing diagnostic procedures treatment and appropriate follow up as well as referral for specialty treatment and counseling Provided by publisher **Managing Front Office Operations** Charles E. Steadmon, Michael L. Kasavana, 1988 Handboek Front Office werkzaamheden Handbook of Modern Personnel Administration Joseph J. Famularo, 1972 USA Reference book on personnel management covers administrative aspects recruitment promotion procedures incl Interviewing aptitude tests etc in plant training management development wage payment systems job evaluation occupational pension schemes pension schemes employee performance records welfare occupational safety labour relations communication records maintenance redundancy personnel management in multinational enterprise and mergers etc and comments on labour legislation References **Office Methods, Systems, and Procedures** Irvin Albert Herrmann, 1950 **Navy Management Review**, 1958 **The Professional Practice of Architectural Working Drawings** Osamu A. Wakita, Richard M. Linde, 2003-02-03 The practical comprehensive handbook to creating effective architectural drawings In one beautifully illustrated volume The Professional Practice of Architectural Working Drawings presents the full range of skills concepts principles and applications needed to create a full set of architectural working drawings This new Third Edition emphasizes the importance of communicating general design concepts through specific working drawings Chapters proceed logically through each stage of development beginning with site and foundation plans and progressing to elevations building sections and other drawings New features of this Third Edition include Coverage of the latest CAD technologies and techniques Environmental and human design considerations Supplemental step by step instructions for complex chapters Ten case studies including five fully evolved case studies Hundreds of additional computer generated drawings and photographs including three dimensional models and full size buildings shown in virtual space Tips for establishing a strategy for developing construction documents This new edition also presents completely updated material on metric conversions code analysis masonry and steel Sets of working drawings for five different buildings are followed layer by layer from design concept through the finished construction documents A companion Web site www.wiley.com/go/wakita includes summaries for each chapter a glossary review questions laboratory problems access to dozens of CAD drawings a complete study guide and much more The Professional Practice of Architectural Working Drawings Third Edition is an invaluable book for students in architecture construction engineering interior design and environmental design programs as well as beginning professionals in these fields Business and Legal Essentials for Nurse Practitioners Sally J. Reel, Ivo Luc Abraham, 2007-01-01 Business and Legal Essentials for Nurse Practitioners fosters a relationship between health business and law The book addresses issues from negotiating an employment contract to establishing an independently owned nurse practitioner practice Each section in increments provides greater detail from a legal standpoint and describes what resources and options are available to the nurse practitioner upon graduation and beyond Written for the student graduate and practicing nurse practitioner Business and Legal Essentials outlines the necessary steps to eventual

practice ownership KEY FEATURES Provides an overview of advanced practice including the scope of NP practice and prescriptive authority Covers details involved in owning a practice including advantages and disadvantages identifying various practice needs and the legal issues of reimbursement and credentialing Explains business plans in detail including important information regarding insurance administration support physical space and technology needs Provides a range of information on alternate types of nurse practitioner businesses Describes HIPPA and its effect on the nurse practitioner practice Includes effective marketing strategies needed to promote a new or existing practice dadirect com **A Practical Guide to Preventing Legal Malpractice** Duke Nordlinger Stern,1983 **CPA Handbook** Robert L. Kane,1952
 Encyclopedic Dictionary of Systems and Procedures Prentice-Hall, Inc,1966 **The Journal of the American Dental Association** American Dental Association,1987 **Federal Sector Workers' Compensation** Ernest C. Hadley,Eleanor J. Laws,1999

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