

Standard Operating Procedure:

**An example manual of operating procedures
for an administrative assistant**



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Manual from www.BusinessManagementDaily.com

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SUBJECT: Steps to Doing the Deposit		Standard Operating Procedure #2
Date: January 2009, last update on 12/13/12	PREPARED BY: Angie Fuller Outreach/Dev. Cdtr.	Allen Foundation Series
Page 1		APPROVED BY: John Doe Manager

PROCEDURE

1. Total up checks on calculator with tape.
2. Take to cashier for confirmation of total. She will give you receipt.
3. Do daily recap on email, send to Jane and print out for Foundation file. Be sure cashier receipt, deposit slips and daily recap balance each other.
4. Fill out deposit slip, making sure total matches your total on receipt.
5. Stamp/endorse checks
6. Make copies:
 - 2 copies of bank deposit slip
 - 1 copy of daily recap sheet
 - 1 copy of each check
7. Send to Jane in accounting
 - 1 copy of bank deposit slip
8. Keep for your records
 - Copy of daily recap sheet
 - 1 copy of bank deposit slip
 - 1 copy of each check
9. Attach receipt from cashier to above listed in #8.
10. Put money in North Bank bag or South Bank bag (with green heart key chain).
11. Take bank bag(s) to distribution and have them sign for it in notebook in file drawer under North Bank Deposit. (Don't allow volunteer to sign for bag.) Courier will deliver and bag will be returned to Foundation mail slot.

SUBJECT: Board of Directors		Standard Operating Procedure #3
Date: May 2011	PREPARED BY:	Allen Foundation Series
Page 1		APPROVED BY: John Doe Manager

PROCEDURE

Monthly

The meetings of the Memorial Foundation Board of Directors are usually held at 12 p.m. on the third Wednesday of each odd month in the Allen Hospital Board Room.

1. One week before the meeting:
 - a. Fill out a "Special Function Request" form (found in the left lateral file drawer under Special Function Request forms) and send a copy to the dietary.
2. Wednesday before the meeting: Give John a draft of the Board agenda. (Found in Word: Board Meetings)
3. Friday before the meeting:
 - a. Send out the board packet. John and Jane receive financial information (supplied by Jane in finance). Include a report from dir. of dev., VP of inst. adv., dev. asst., college chancellor, Planned Giving Committee, pres/CEO of hosp., financials, minutes.
 - b. Put originals in the Foundation book.
4. Day before the meeting:
 - a. Call each Board member to see if he/she will be attending.
 - b. Call dietary by 8:30 a.m. the day of the meeting with the exact number of attendees so they can plan the lunch (include those Board members who plan to attend, John, Joe and yourself, as well as any guests).
 - c. You are to eat with the Board and take minutes at the meeting, which follows.
5. Following the meeting:
 - a. Type the minutes and have the staff review them.
 - b. Have the secretary/treasurer sign the minutes at the next meeting.
 - c. Make copies for all Board members to send out in the packet.
 - d. Put the original minutes in the Foundation notebook.

Yearly

1. Immediately following the September meeting, send a memo to each of the Board members regarding the meeting schedule for the following year.
2. Send a copy of the memo to Jane Doe so she can reserve the Board room for the year.
3. Immediately following the July meeting (by August 1) email Julie Goecke with the names of board members' terms who are expiring. She will have someone call all those members and ask if they will agree to another term. She will contact you before September with those who will serve again and who won't. In the September packet, include a memo that lists who wishes to serve another term, who doesn't and any potential candidates for membership. These will be voted on in November.

Checklist

- Fill out "Special Functions" request
- Send out meeting notice/packet
- Type agenda
- Make copies of agenda
- Send out packet Friday before meeting
- Call dietary
- Type minutes
- Call secretary/treasurer to sign minutes
- Check on RSVPs
- Meet with accounting

SUBJECT: Entering payments and generating receipts		Standard Operating Procedure #5
Date: July 10, 2009	PREPARED BY: Angela Fuller Outreach/Dev. Cdtr.	Allen Foundation Series
Page 1		APPROVED BY: John Doe Manager

PROCEDURE

1. Click on "Raiser's Edge 7" on desktop
2. Click on "Records" from left hand side of window
3. Open a constituent
4. Enter last name, first name
5. Select appropriate constituent. (Make sure addresses are the same or you are positive they are the same constituent.)
 - If not in database, enter new constituent (white page with star or file, new). Select individual or organization.
 - Enter all information available (first, last name, middle initial, address, phone).
 - Go to Addr/Sal tab, enter "Mr. and Mrs. Paul Jones" for addressee
 - Enter "Paul and Michelle" for salutation.
 - Go to Attributes tab, enter "Mail Code" in first column, "Donor" in second column.
 - Second row in attributes, enter "Mail Code" in first column. Follow the rest of instructions for entering gift.
6. Enter any additional information from check if not in Blackbaud (phone number, spouse, etc.).
7. Go to Gifts tab, select New Gift from top left corner of gift listing.
 - Gift Type: Always cash unless gift is specified to be a stock transfer.
 - Gift subtype: blank
 - Gift date: defaults to today's date
 - Campaign: Select appropriate campaign.
 - Fund: will be specified on check. If not, it is probably unrestricted. Write specified fund in memo line of each check. Select fund from drop down menu. If fund starts with "T-Z" click on binoculars to type in fund. Example: unrestricted.
 - Appeal: If check comes in appeal envelope, select "Year End 2009." If check is associate campaign, select "Associate Campaign."
 - Leave all other fields as defaulted.
 - Enter check number and date. If donor has outstanding pledges, check to see if donation should be applied to pledge or if it's a separate donation. Save and close.

8. Select “Query” from left hand side of window. Open “Gift Receipt Query.”
9. Change date to today’s date (or whatever date you had entered gifts that need acknowledgement). Save and close.
10. Select “Export” from the left hand side of window. Select “Gift Receipt Export.”
11. Make sure “Include selected records” is selected.
12. Click “Export Now” into Excel file and name file in the format “120502re.”
13. “Save changes?” — Click yes. Make sure you remember the location of the file you just exported.
14. Close out of export.
15. Open Excel.
16. Go to X drive, Home, FullerAD, Excel 2010, Angie, Angie05242002, Blackbaud receipts spreadsheets, or wherever you just saved the file as.
17. Select the sheet you just exported.
18. You will need to change some column widths and add a couple rows with total amount, headers and title for spreadsheet. The total amount of gifts formula is =sum(A3:A7). Example of how spreadsheet should look is attached.
19. Even if some of the columns have nothing under them (Contact and Box sometimes have no information.) LEAVE THOSE COLUMNS IN THE SPREADSHEET. If you don’t the mail merge won’t work.
20. Go to page setup. Change to landscape, and put gridlines in.
21. Save. Email spreadsheet to John, Joe, Jane and Joan.
22. Print spreadsheet and put in notebook marked “Daily Reports” above my computer.
23. Print second spreadsheet and put in red folder with receipts to be signed.
24. After printing, delete row that says “Gifts 12/05/02” and row with total amount. Save.

Receipts

1. In Word, open “use this receipt form.”
2. Change date on letter to today’s date.
3. On tool bar, go to Tools, Mail Merge.
4. Under #2 Datasource, select get data, open data and select the spreadsheet you created. Select the merge button and merge.
5. Print thank you letters on letterhead and put in red folder for Joe and John to sign.
6. Save letters in the shared folder titled “Angie” and in the format “120502 receipts.”
7. After they have been signed, make copies and mail originals. Leave copies in my inbox.
8. Shred spreadsheet that was in the red folder unless John highlights a donor; then give the spreadsheet to Joan.

SUBJECT: Daily Responsibilities		Standard Operating Procedure #9
Date: April, 2007	PREPARED BY: Sue Groves Administrative Secretary	Allen Foundation Series
Page 1		APPROVED BY: John Doe Manager

PROCEDURE

To turn on the computer in the morning, press the button on the computer under the desk. When the screen comes up, press OK. My password is: _____

Between 8:30 and 9 a.m. go to the mailroom and pick up the mail. Sort through the mail and distribute as necessary. At about 4 p.m. take the mail down to the mailroom and pick up the mail from our slot.

To sort the mail:

Do not open the mail yourself. Give to Cathy, Carrie or Matt to open. Any checks must be documented on an Excel spreadsheet (in the shared drive) that will be reconciled with the finance report at month end. After one of the previously named has opened all mail and documented checks, then sort as follows:

- John Doe: Put in John's basket. John has taken over the responsibilities for the Henry B. Allen Family Foundation.
- John Doe B: Take mail out of envelope. Put in his mail slot.
- John Doe C: Take mail out of envelope. Put in his mail slot.
- Jane Doe: Take mail out of envelope. Put in her mail slot.
- Jane Doe B: Put in her mail slot.
- Self: I receive anything else. Also, I receive all invoices for processing.

To answer the phone:

- Answer "Allen Foundation, this is _____."

To transfer a phone call:

- Answer the phone. Do not put the person on hold.
- Hit "Transfer."
- Dial the extension number.
- Hit "Transfer" again.

To transfer a call to voice mail:

- Hit “Transfer.”
- Dial “4555.”
- Then dial their extension and hit “Transfer.”

To conference a call:

- Hit “Transfer.”
- Dial the number(s) to be conferenced.
- Announce the call.
- Hit “Conference” to be sure the two or more parties are connected.
- Hang up.

To forward calls:

- Hit “Call Forward” and then “extension.” You will hear three beeps to confirm.

To cancel call forwarding:

- Hit “Call Forward” and the light should go off.

When something comes in over the fax put in the corresponding mail tray.

To retrieve voice mails:

- Dial 5155
- Wait for prompt – Dial 3960
- Wait for prompt – Enter password (_____#)
- Dial 2, 0 to listen to messages.
- After retrieving messages, dial *3 to delete message

SUBJECT: Acknowledging Campaign Gifts		Standard Operating Procedure #26
Date: December 2010	PREPARED BY: Angela Fuller Administrative Secretary	Allen Foundation Series
Page 1		APPROVED BY: John Doe Manager

PROCEDURE

1. Once pledge card enters office, issue formal tax receipt from Foundation in normal receipting fashion.
2. All solicitors for that particular gift will handwrite a thank you note (this will include any Ketchum staff members that were present during solicitation).
3. Senior director will handwrite a thank you note.
4. President of hospital or chancellor of college will send a formal, typed thank you note. This will be dependent on the designation of the gift.
5. We have a contract on file with Petersen & Tietz Floral. Order flower arrangement with the Allen gift attached. Petersen & Tietz stores the Allen gifts.
6. Order flowers and have them sent with a small gift token attached.

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