

DACUM Research Chart for Office Associate

DRAFT

DACUM Panel

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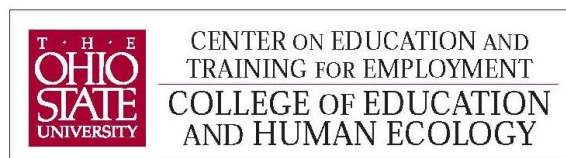
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DACUM Research Chart for Office Associate

Duties		Tasks				
A	Manage Department Schedules	A-1 Review department calendar	A-2 Confirm existing appointments	A-3 Schedule conference calls	A-4 Schedule new appointments	A-5 Reserve meeting location
B	Coordinate Office Equipment & Supplies	B-1 Inventory office supplies	B-2 Inventory office equipment (e.g., cell phones, PDAs, copiers)		B-3 Order office supplies	B-4 Check in office supplies
C	Perform Financial Tasks	C-1 Process department invoices	C-2 Initiate past due notices	C-3 Prepare department expense report	C-4 Prepare project budget	C-5 Monitor project expenses to budget
D	Manage Department Documents	D-1 Create presentation documents	D-2 Create spreadsheet documents	D-3 Create databases	D-4 Create word processing documents	D-5 Create PDF documents
		D-12 Distribute department documents (e.g., fax, e-mail, hand-deliver)		D-13 Maintain physical document files	D-14 Maintain electronic document files	D-15 Maintain department web content
E	Perform Administrative Tasks	E-1 Greet office visitors	E-2 Prepare packages for mailing (e.g., UPS, FedEx)	E-3 Prepare department mass mailings	E-4 Distribute department mail	E-5 Prepare group e-mail blasts
		E-13 Participate in company meetings	E-14 Process customer orders (e.g., products, services)			
F	Coordinate Department Meetings, Conferences & Events	F-1 Participate in events/activities planning committee	F-2 Arrange conference/event food	F-3 Provide conference/event information (e.g., parking permits, maps, tickets)		F-4 Prepare event meeting room (e.g., set-up, AV needs, media)
G	Coordinate Department Travel Arrangements	G-1 Maintain record of individual training preferences	G-2 Complete travel requisitions	G-3 Book airline reservations	G-4 Book hotel reservations	G-5 Reserve ground transportation
H	Participate in Professional Development Activities	H-1 Participate in community events (e.g., toy, food, & blood drives)		H-2 Complete professional development plan	H-3 Participate in professional development training	

A-6 Create meeting invitations	A-7 Provide meeting agenda/documents					
B-5 Troubleshoot office equipment (e.g., jams, toner)	B-6 Report broken office equipment	B-7 Request new office equipment (e.g., printer, scanner, fax)				
C-6 Report hours worked						
D-6 Proofread department documents	D-7 Update presentation documents	D-8 Update spreadsheet documents	D-9 Update databases	D-10 Update word processing documents	D-11 Prepare meeting documents (e.g., print, copy, bind)	
D-16 Archive department documents	D-17 Dispose of department documents (e.g., shred, recycle, trash)					
E-6 Orient new department employees	E-7 Book department restaurant reservations	E-8 Respond to requests for information (e.g., phone, email)	E-9 Maintain department staff schedule	E-10 Perform department housekeeping	E-11 Represent department management at meetings	E-12 Assist other company departments
F-5 Confirm keynote speaker	F-6 Conduct event registration (e.g., name tags, conference packets)		F-7 Prepare event gifts & awards	F-8 Confirm event entertainment	F-9 Perform post-event housekeeping	
G-6 Complete conference registrations	G-7 Provide travel packets (e.g., confirmations, itinerary, agenda)					
H-4 Maintain professional certifications (e.g., CPS, CAP)	H-5 Participate on special committees	H-6 Participate in professional organizations (e.g., IAAP, BPA)		H-7 Pursue additional degrees (e.g., AA, BA, MA)		

General Knowledge and Skills

Time management skills Analytical skills
Organizational skills Transcription skills
Communication skills Basic math skills
Computer skills Writing skills
Keyboarding skills Leadership skills
Problem solving skills
Planning skills
Office equipment troubleshooting skills
Business conduct & ethics knowledge
Knowledge of software applications
Decision making skills
General knowledge of the organization
Phone etiquette knowledge
Grammar/spelling skills
Note taking skills
Technical knowledge & skills

Worker Behaviors

Flexible	Creative
Respectful	Professional
Intuitive	Resourceful
Organized	Patient
Detail oriented	Adaptable
Team player	Dependable
Problem solver	Tactful
Honest	Friendly
Trustworthy	Discrete

Tools, Equipment, Supplies and Materials

Computer	Software:
Printer	Microsoft Office
Copier	Microsoft Project
Fax	Sharepoint
Internet	Lotus notes
Multifunctional device	Foxpro
Scanner	Filemaker Pro
Phone console	Peoplesoft
General office supplies	Internet Explorer
LCD projector	Blackboard
Smart cart	Groupwise
Reference books	Dim Dim
PDA	Illuminate
Calculator	Netmeeting
3-hole punch	Snagit
Binding machine	Printfinger
Smartboard	Labeler
AV equipment	Collater
Teleconferencing devices	Shredder
Typewriter	Equipment cart

Future Trends and Concerns

Increased need for technical expertise in the position
Increased need for managerial/entrepreneurial skills
Increased level of responsibility for the position
Need to be more proactive
Trend toward project-driven work
Increasing educational requirements
Shrinking budget/growing workloads
Movement toward virtual work environment

Acronyms

AA	Associate of Arts
AV	Audiovisual
BA	Bachelor of Arts
BPA	Business Professionals of America
CAP	Certified Administrative Professional
CPS	Certified Professional Secretary
IAAP	International Association of Administrative Professionals
MA	Masters of Arts

PDA Personal Digital Assistant