

**Introduction to tasks and responsibilities**

- Office administration is the process of overseeing the day-to-day operations of an office. The task of administration is usually the responsibility of an office administrator.
- Depending on the general operating structure of the organization, and the complexity of tasks associated with the operation in general, the responsibilities of the manager or administrator may focus on a few core tasks, or involve the management of a wide range of functions.

Core Tasks:

- One of the core tasks associated with office administration is the management of the employees associated with the office.
- office administrators are responsible for supervising the office staff, making sure that each employee has resources necessary to competently carry out his or her assigned duties.
- Administrators also function as troubleshooters, providing support and assistance to employees when unusual situations arise during the completion of an assigned task.
- be responsible for conducting periodic employee evaluations, recommending pay increases, or providing employees with remedial or cross training as a means of assisting those employees to improve their relationships with the employer.
- making sure that the office always has the resources needed to remain productive. This involves coordinating the repairs on any office equipment that is malfunctioning, or preparing and submitting requests for new equipment when necessary
- managing the use of office supplies such as paper, writing instruments, printer ink, and other items that are in constant use around the office.
- keep the office operating within its assigned budget at all times, and often has some input into the budget planning for upcoming accounting periods.

Filing Papers

- Offices generate a lot of paperwork, which must be sorted and put in their proper place. Filing papers requires an organized person to separate the papers and file them along with similar files. These files are typically organized alphabetically. There are usually a lot of papers to be filed, so someone working in this position must be fast and efficient.

Phone Messages

- A person working in an office setting may be responsible for answering the phone and taking messages for other employees in the company. She must be friendly and able to write down and relay complete messages to her co-workers. A person in this position can be responsible for hundreds of calls per day, keeping her busy taking messages and making calls.

Typing

- Companies hire office workers who have exemplary typing skills so they can enter information into the computer and perform basic typing tasks, including typing memos and letters. Someone in this position must be able to type quickly to keep up with the work they are given. They also need to have experience in the Microsoft Office suite of computer programs, including Microsoft Word, Excel and Access.

Dealing With Inquires

- Answering phone calls and dealing with inquiries is a common office duty. This may involve taking a message and passing it on, transferring the call to another person better equipped to answer the caller or finding the information to answer the inquiry directly, in addition to answering phone calls, a common office duty is dealing with mail, both paper and electronic. Inquiries may come from an office manager, and it is an office worker's duty to find the asked-for information and present it in a report to the manager.

Preparing Correspondence

- Preparing correspondence is an important office responsibility. Letters to clients and customers must be prepared quickly and with no errors. The content is often decided by a manager who will either offer guidance to the nature of the correspondence or provide a dictation if necessary. Inter-department memorandums; or memos for short, are prepared by office workers to pass on important information. These can be in paper or email format depending on the procedures of each individual office.

Managing Managers' Diaries

- Managing managers' appointments is a common office worker's duty. This may be in paper format or make use of electronic calendar programs such as Outlook, iCal or Thunderbird. An office worker may be responsible for managing more than one appointment book. It is his duty to ensure that the manager knows what is happening each day and alert her to important deadlines.

Database Management

- Customer files are maintained in a database. Most offices now use electronic databases that store important information that can be searched and organized using various fields. It is a common office duty to manage this database and upload new files. Changes must be made to records periodically as a customer's circumstances change. Databases also hold records on employees and inventory. If a manager requires information from the database it is the responsibility of an office worker to prepare a report that summarizes the information from the database.

Reprographics

- Reprographics is a common office duty. This involves using office equipment such as a photocopier or scanner to produce copies of a document. *Each company has its own procedures governing copy use and it is the responsibility of office workers to be familiar with these procedures.* It is common to have a monthly department limit on the number of copies made that must not be exceeded.