

THE MANUAL: OFFICE PROCEDURES

Now that the terms of employment have been fully addressed, the procedures for working in your office should be outlined. This portion of the manual should provide the employee with detailed instruction of how to perform their duties as well as instruction in performing the duties of someone else if needed.

SECURITY

Because a law firm handles confidential information, maintaining security is imperative. Of biggest concern today is electronic security for computer systems and files. (Please see our handout on "Email, Internet and Wireless" in the Risk Management Resources section of our website for more information on developing policies regarding electronic file policies.)

Another aspect of security is the proper disposal of confidential information. Shredding policies for documents should be addressed. If your firm employs a disposal company to shred documents for you, placing confidential documents in secure containers until it is picked up to be shredded should be stressed. Leaving confidential information in a recycle box to be emptied later could be a liability should someone gain access to your office.

To prevent unauthorized access to your office, outline opening and closing procedures that provide security for your staff and your confidential information. Physical access to the office was described in the office structure section, but reiterate security procedures as part of the maintaining confidentiality process.

EMERGENCY OR DISASTER

Hopefully never to be needed, every office needs an emergency and/or disaster plan. Natural disasters such as hurricanes or flooding should be addressed, but modern disasters such as server crashes must be

Another portion of emergency planning is the procedure for an on the job emergency. Describe the procedure for reporting injuries. If the incident is a worker's compensation claim, include information regarding proper procedures for notifying management.

REPRESENTING FIRM

This section furthers the basic code of conduct outlined in the personnel policies. Provide instruction regarding the proper way to greet clients and answer the telephone. While these simple gestures may be second nature to some, having guidelines will present a uniform image of the office.

Maintaining confidentiality is another portion of representing firm. This requires no watercooler gossip within earshot of clients who are visiting the office. Remind employees that they are not allowed to discuss cases in front of clients.

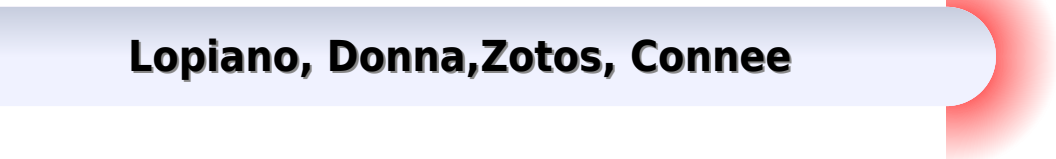
REPRESENTING CLIENTS

Of course the most important function of a law firm is the representation of clients. This section describes the proper office procedures for engaging and declining representation. Referring cases to third party lawyers should be delicately handled, for example, when your firm cannot accept a case.

The proper use of engagement letters is crucial for establishing client relationships. Be sure staff know the procedures for using engagement, non-engagement and dis-engagement letters so that representations are clearly established from start to finish. These letters can greatly reduce the headaches caused by misunderstandings between clients and attorneys. (For more information, including sample letters, please see our "Attorney-Client Relationships" handout in the Risk Management Resources section of our website.)

Sample Internal Office Procedures Manual

Lopiano, Donna,Zotos, Connee



Sample Internal Office Procedures Manual:

Simple Maintenance Office Procedures Manual Susan Welt,1981 **Athletic Director's Desk Reference** Lopiano, Donna,Zotos, Connee,2013-11-07 Athletic Director s Desk Reference is the most authoritative and comprehensive resource available for collegiate athletic administrators This book and web resource guide program administrators in navigating their increasingly complex roles in athletic programs of any size *Athletic Director's Desk Reference* Donna A. Lopiano,Connee Zotos,2022-02-15 This applied reference includes management tips planning tools and policies for athletic administrators Designed primarily as a reference for intercollegiate athletic program administrators high school athletic administrators courses in athletic administrations and libraries **Modern typewriting and manual of office procedure. [With] Teacher's handbook and key** Arthur E. Morton,1903 Department of the Interior's First-year Implementation of the Federal Managers' Financial Integrity Act United States. General Accounting Office,1984 *Department of the Interior and Related Agencies Appropriations for 1983* United States. Congress. House. Committee on Appropriations. Subcommittee on Department of the Interior and Related Agencies,1982 **Navy Management Review** United States. Navy Department,1958 First Steps in Retail Management Mark Wrice,2004 This second edition continues to provide an invaluable introduction to retail management concepts for those progressing into management levels of retailing The book is a practical text for use in conjunction with the relevant curricula and competency based training resources **Independent Offices Appropriations for 1964: Civil Aeronautics Board, Federal Aviation Agency, Federal Communications Commission, General Accounting Office, Housing and Home Finance Agency, National Capital Housing Authority, National Science Foundation, Office of Emergency Planning, Office of Science and Technology** United States. Congress. House. Committee on Appropriations. Subcommittee on Independent Offices,1963 Guide to Federal Records in the National Archives of the United States: Record groups 171-515 United States. National Archives and Records Administration,1995 **The Complete Family Office Handbook** Kirby Rosplock,2020-11-05 Discover new insights on how to setup manage and advise wealthy families and their family offices The Complete Family Office A Guide for Affluent Families and the Advisors Who Serve Them 2nd Edition represents the newest update to an essential series This book prepares the members of wealthy families to collectively manage sustain and grow their wealth across multiple generations It also assists professionals who advise families to better serve their needs This book teaches those who advise family offices and wealthy families on How to setup structure and advise a family office Current compliance fiduciary and risk management practices for a family office Forward thinking investment management estate planning and private trust company considerations Fresh insights on philanthropy legacy and impact investing Best practices to managing family wealth education and preparing next generation owners New insights on family governance strategic planning and succession

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Rattiner's Financial Planner's Bible Jeffrey H. Rattiner, 2002-10-10 Jeff Rattiner has found another way to help producers This book is a must have for financial advisors especially those that aspire to be Million Dollar Producers Thomas B Gau CPA CFP President and CEO of Million Dollar Producer Jeff Rattiner has done it again His book displays all the essential tools and techniques necessary for advanced planners to succeed in this business Rattiner s easy to read style provides the best in marketing and practice management ideas This book will help you if you have hit a dead end in your practice Rattiner tells it like it is by providing a no nonsense approach to truly taking your practice to the next level A must read for the serious financial advisor Jim Cannon President SunAmerica Securities Sentra Securities Corporation and Spelman Co Inc Financial planners provide a variety of services to an array of clients but lack a uniform system for creating a profitable business Rattiner s Financial Planner s Bible The Advisor s Advisor collects best practices from the nation s leading financial planners presenting a prototype turnkey model for achieving financial success for both the client and the practice

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