

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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Sample Law Office Procedures Manual

Mark Steyvers



Sample Law Office Procedures Manual:

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 Law Office Procedures Manual for Solos and Small Firms Demetrios Dimitriou, 2000 A guide to setting policies and establishing procedures that should keep a law office operating efficiently This second edition features new chapters on topics such as the family and medical leave act Internet use and more The diskette contains the text in WordPerfect 6 x and ASCII formats *The Complete Guide to Designing Your Law Office* Suzette S. Schultz, Jon S. Schultz, 2005 This comprehensive new resource provides all the information needed to plan or remodel a law firm s office space Helpful checklists schedules forms and letters are included on the accompanying CD ROM *ABA Journal*, 1984-04 The ABA Journal serves the legal profession Qualified recipients are lawyers and judges law students law librarians and associate members of the American Bar Association **The Legal Career Guide** Gary A. Munneke, 2002 Introducing the latest edition of this step by step guide for planning and executing a job search This book is filled with practical advice that will help anyone find their personal niche in the legal profession *The Lawyer's Guide to Effective Yellow Pages Advertising* Kerry Randall, Andru J. Johnson, 2005 Although Yellow Pages advertising should be a major profit building business marketing strategy for many law firms the harsh reality is that 99% of ads simply don t work This book will provide you with the information you need to create effective powerful Yellow Pages ads and drive your client development programs forward You ll find information on identifying and focusing on your target market as well as how to plan and design the perfect ad that not only reaches potential clients but motivates them to call Book jacket **Modern typewriting and manual of office procedure. [With] Teacher's handbook and key** Arthur E. Morton, 1903 *Information Security for Lawyers and Law Firms* Sharon D. Nelson, David K. Isom, John W. Simek, 2006 The book provides sound advice and offers valuable guidelines and assistance to bridge the worlds of law and technology on important information security issues that face the legal professional every day This essential guide discusses the ethical duties of lawyers relating to securing their electronic information If you are a small firm it will advise you on how you can have reliable security If you are a large firm it will help you to decide what information security duties can be delegated Other topics include worms Trojans spyware malware spiders key loggers and their implications and whether or not it is safe to use wireless technology for the delivery of legal services Modern Dental Assisting - E-Book Doni L. Bird, Debbie S.

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OSHA Field Operations Manual U. S. Occupational Safety and Health Administration,United States. Occupational Safety and Health Administration. Office of General Industry Compliance Assistance,1994-02 Used by OSHA inspectors to guide their inspection activities this handbook can be used to develop a compliance program prepare for an inspection and avoid costly compliance problems In addition to covering guidelines for abatement citations penalties and investigations this book covers maritime inspection debt collection federal agency safety and health programs disclosure water transportation services SAVEs and AVDs and money received from employers Law Office Procedures Manual for Solos and Small Firms

Demetrios Dimitriou,Andrew Dimitriou,2012 **ABA Journal** ,1996-03 The ABA Journal serves the legal profession

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Table of Contents Sample Law Office Procedures Manual

1. Understanding the eBook Sample Law Office Procedures Manual
 - The Rise of Digital Reading Sample Law Office Procedures Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Sample Law Office Procedures Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sample Law Office Procedures Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Sample Law Office Procedures Manual
 - Personalized Recommendations
 - Sample Law Office Procedures Manual User Reviews and Ratings
 - Sample Law Office Procedures Manual and Bestseller Lists
5. Accessing Sample Law Office Procedures Manual Free and Paid eBooks
 - Sample Law Office Procedures Manual Public Domain eBooks
 - Sample Law Office Procedures Manual eBook Subscription Services
 - Sample Law Office Procedures Manual Budget-Friendly Options
6. Navigating Sample Law Office Procedures Manual eBook Formats

- ePub, PDF, MOBI, and More
- Sample Law Office Procedures Manual Compatibility with Devices
- Sample Law Office Procedures Manual Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sample Law Office Procedures Manual
 - Highlighting and Note-Taking Sample Law Office Procedures Manual
 - Interactive Elements Sample Law Office Procedures Manual
- 8. Staying Engaged with Sample Law Office Procedures Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sample Law Office Procedures Manual
- 9. Balancing eBooks and Physical Books Sample Law Office Procedures Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sample Law Office Procedures Manual
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Sample Law Office Procedures Manual
 - Setting Reading Goals Sample Law Office Procedures Manual
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Sample Law Office Procedures Manual
 - Fact-Checking eBook Content of Sample Law Office Procedures Manual
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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