

# 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 Of Office Procedures Manual

**Didier Musso**



## **Sample Of 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 Modern Typewriting and Manual of Office Procedure Arthur E. Morton, 1903 *Modern typewriting and manual of office procedure. [With] Teacher's handbook and key* Arthur E. Morton, 1903 Simple Maintenance Office Procedures Manual Susan Welt, 1981 Creating and Updating an Employee Policy Manual: Policies for Your Practice American Dental Association, 2016-06-01 This resource helps dental practices develop an office policy manual Includes sample policies forms and worksheets to help craft the perfect policy for your dental employee handbook With 99 sample dental office policies sample dental job descriptions templates for forms worksheets and checklists and explanations of at will employment Also offers information on dental staff training including OSHA and HIPAA **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 **Jones & Bartlett Learning's Administrative Medical Assisting** Julie Ledbetter, 2020-04-27 Designed to ensure that every medical assisting graduate can quickly trade a cap and gown for a set of scrubs Jones Bartlett Learning's Administrative Medical Assisting Fourth Edition is more than just a textbook it's an engaging dynamic suite of learning resources designed to train medical assisting students in the administrative skills they'll need in today's rapidly changing health care environment Procedures in the Office Setting, An Issue of Obstetric and Gynecology Clinics Tony Ogburn, Betsy Taylor, 2013-12-28 Gynecology is a procedure related field that like other specialties has moved toward minimally invasive procedures that can be performed in the office setting This issue of the Obstetrics and Gynecology Clinics covers the most commonly performed gynecologic procedures performed in the office setting Colposcopy Cryosurgery LEEP sterilization D and C and Urogynecologic procedures are all covered along with articles on surgically implanted contraceptives and surgical abortion **Professional Practice for Landscape Architects** Rachel Tennant, Nicola Garmory, Clare Winsch, 2015-09-16 Professional Practice for Landscape Architects third edition deals with the practical issues of being a successful landscape architect professional Endorsed by the Landscape Institute this book is an indispensable guide for licentiate members of the Institute on their Pathway to Chartership It follows the revised 2013 syllabus covering all aspects of professional judgement ethics and values the legal system organisation and management

legislation and the planning system environmental policy and control procurement and implementation It also serves as a reminder and reference for fully qualified professionals in their everyday practice and for landscape students Valuable information is presented in an easy to follow manner with diagrams and schedules key acts professional documents and contracts clearly explained and made easy to understand A handy list of questions are included to aid with P2C revision answers of which are found within the text      *Procedural Report on the 1960 Censuses of Population and Housing* United States. Bureau of the Census,1963      *Handbook of Geriatric Care Management* Cathy Cress,2007 This book is a reference which addresses the many settings that geriatric care managers find themselves in such as hospitals long term care facilities and assisted living and rehabilitation facilities It also includes case studies and sample forms      *Produce Simple Word Processed Documents (Word 2003)* Cheryl Price,2004      Jones & Bartlett Learning's Comprehensive Medical Assisting Judy Kronenberger,Julie Ledbetter,2020-05-07 Designed to ensure that every medical assisting graduate can quickly trade a cap and gown for a set of scrubs Jones Bartlett Learning s Comprehensive Medical Assisting Fifth Edition is more than just a textbook it s an engaging dynamic suite of learning resources designed to train medical assisting students in the administrative and clinical skills they ll need in today s rapidly changing health care environment The Fifth Edition includes a full chapter on Emergency Preparedness new in book role playing activities and an expanded array of online resources We re pleased to offer case studies skills videos and animations as part of our ancillary suite      **Digest and Decisions of the Employees' Compensation Appeals Board** United States. Employees' Compensation Appeals Board,1990      **Decisions of the Employees' Compensation Appeals Board** United States. Employees' Compensation Appeals Board,1990      **Produce Complex Business Documents (Word 2002), BSBADM402A** Cheryl Price,Julia Wix,2003      *Design and Develop Text Documents (Word 2002)* Cheryl Price,Julia Wix,2003      *1960 Censuses of Population and Housing* United States. Bureau of the Census,1966      *Create and Use Simple Spreadsheets (Excel 2003).* Cheryl Price,Julia Wix,2004 The purpose of this Study Guide is to provide information for the tutor and student in relation to the Elements of Competency in BSBCMN214A Create and Use Simple Spreadsheets page i      **1992 Census of Agriculture** ,1994

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