

Management Skills

The list below is intended to help you remember skills you have learned. There may be things you know that do not appear on the list. Be sure to include everything you know, not just what you find on the list!

Sample Skills/Skill Headings

Staff Supervision/Training Contract Management/Negotiation	Financial Management Program Development
Staff Development & Training Contract Administration	Budget/Expense Control (or Allocation) Systems Development
Personnel Project Coordination Management/Administration Credit Administration	Budget Development Performance Analysis/Reporting
Office Management Purchasing /Inventory Control	Vendor Management
Administrative Management Purchasing& Merchandising	Research/Analysis/Evaluation
Customer Service Management	Operations Management Computerized Office Applications
Sales/Marketing	Leadership Fundraising & Grant Writing
Sales Management & Planning Public Relations	Contract Management/Negotiation Writing and Presentation
Departmental Management Problem Resolution	Contract Administration Communication

Computer/Office Machine Skills

MS Office, Google Suite, Word, Excel, Access, Quattro Pro, Quickbooks Pro, ACT!, Point, Email, Internet, Intranet, HR financial reporting Systems, ERP (Enterprise Resource Planning)

Sample Skill Statements

- Experienced in handling all financial matters for a small business including accounts receivable and payable, sales tax and withholding filing and deposits, preparing payroll, managing a budget, and making daily deposits
- Supervise office activities to achieve maximum expense control and productivity
- Oversee day-to-day office operations, including staffing, scheduling, billing, and client care
- Direct and coordinate the overall functions of the business office
- Develop procedures and policies for office activities, such as filing, dictating, records maintenance
- Oversee clinical and clerical staff of (10)
- Oversee general management of ___ departments
- Hire, supervise, train, and evaluate ___ staff

- Interview, recruit, and hire volunteers and staff
- Advise volunteers and volunteer leaders to ensure quality of programs and effective use of resources
- Oversee educational development of ___ personnel
- Assess and evaluate staffing patterns, plan and prepare work schedules, and assign employees to specific duties
- Analyze workflow, assign and schedule work to meet company priorities and goals
- Develop and implement new procedures to improve quality and quantity of work processed; ensure policies are communicated and administered consistently
- Maintain records of employees' work schedules and time cards
- Document employee performance
- Discipline/terminate staff
- Supervise, train, orient and evaluate employee performance; recommend merit increases, promotions, and disciplinary actions
- Supervise and track attendance
- Develop and interpret organizational goals, policies, and procedures, and review project plans
- Determine organizational policies, define scope of services offered, and administer procedures
- Interpret business policy and procedures to ensure daily activities meet company mission
- Manage business office within established budget, including annual planning and monthly status reports
- Assist in developing, implementing and administering annual capital budget and initiate corrective action to significant variances
- Monitor budget and payroll records and review financial transactions to ensure expenditures are authorized and budgeted
- Oversee accounting/fiscal management for department with annual sales of \$___
- Oversee accounts receivable, auditing and compliance for ... (a 75-bed, skilled nursing facility or...)
- Maintain appropriate standards and systems of accounting, cash-flow projections, annual global income/expenditure budgets
- Approve, prepare, monitor, and adjust operational budget
- Prepare departmental budget and monitor expenditures
- Administer \$___ budget
- Prepare monthly financial reports and quarterly statements accounts
- Prepare reports in accordance with federal, state and local government regulations and guidelines
- Meet with department heads, managers, supervisors, vendors, and others to solicit cooperation and resolve problems
- Investigate and resolve customer complaints regarding services, products, or personnel
- Mediate disputes between ...
- Supervise and coordinate preparation of company publications, advertising and promotions
- Speak to community groups to explain and interpret agency purpose, programs, and policies

- Plan, direct, and prepare fund-raising activities and public relations materials
- Maintain records of expenditure on specific projects and programs
- Prepare reports on activities and expenditure
- Analyze and report on departmental performance
- Schedule and coordinate board and staff meetings, including preparation and distribution of background documents
- Supervise interns, volunteers, and other support staff
- Supervise and assist professional consultants, such as lawyers and auditors and other short- term consultants
- Supervise computer system, maintenance back-up, and security procedures for data and liaison with IT director
- Develop and oversee business systems and work with information technology to ensure timely and accurate implementation
- Maintain basic administrative contracts, travel, subscriptions, insurances, etc.
- Coordinate employee benefits and maintain company insurance
- Negotiate equipment leasing and acquisition
- Oversee leases and maintenance of office equipment, including computers, printers, copiers, fax machine, etc.
- Schedule maintenance of office equipment
- Maintain all contracts and leasing of office equipment
- Coordinate special cleaning and decorating projects, furniture purchases and repairs
- Allocate staff resources...
- Direct project audits and audits of vendors' invoices
- General knowledge of third party insurance plans, PPO's, HMO's, Fee-for Service, and the managed care environment
- Experience with Medicaid, Medicare and insurance billing
- Working knowledge of payroll taxes and processing (10-key by touch)
- General knowledge of bank branch operations
- Conduct interviews for loan applications
- Familiar with medical terminology, coding and office procedures
- Plan and direct registrations, patient insurance, billing and collections, and data processing to ensure accurate patient billing and efficient account collection
- Review current status of patient accounts to identify and resolve billing and processing problems in a timely manner
- Establish and recommend credit and collections policies; make recommendations for improvement
- Solve difficult payment and associated business office problems; audit problem accounts
- Type 50 wpm, 10-key by touch