

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


Computer/Office Machine Skills
MS Word, WordPerfect, Excel, Access, Quattro Pro, Quickbooks Pro, ACT!, Point, electronic mail, Internet, Intranet, HR financial reporting systems

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 patient 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 <u>(10)</u>
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 ... (<u>a 75-bed, skilled nursing facility or...</u>)
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

 [Back to Top](#)

