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 (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 ... (<u>a 75-bed</u>, <u>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 <u>\$</u> 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

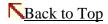
Plan and direct registrations, patient insurance, billing and collections, and data processing to ensure accurate patient billing and efficient account collection

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



Copyright ©Portland Community College. All rights reserved.

PDF created with FinePrint pdfFactory trial version http://www.fineprint.com