

# Administrative Services (2015): Grades 9, 10, 11, 12, Higher Education

Adopted 2015

**Communication Skills:  
Obtain and convey ideas  
and information in order  
to conduct business  
transactions.** MAAS.01

**01. Facilitate internal/external office communications to support work activities.** MAAS.01.01

- a. Greet and direct visitors. MAAS.01.01.A
  - b. Relay messages. MAAS.01.01.B
  - c. Field telephone calls. MAAS.01.01.C
  - d. Screen telephone calls. MAAS.01.01.D
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**02. Record and deliver telephone messages in a business setting.** MAAS.01.02

- a. Record message accurately, legibly and completely. MAAS.01.02.A
  - b. Deliver message to appropriate person/department. MAAS.01.02.B
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**03. Coordinate people and resources for meetings and seminars.** MAAS.01.03

- a. Coordinate participants. MAAS.01.03.A
  - b. Follow calling and/or login procedures. MAAS.01.03.B
  - c. Troubleshoot any problems. MAAS.01.03.C
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**Human Resources  
Management: Plan,  
staff, lead and organize  
human resources to  
enhance productivity  
and  
satisfaction.** MAAS.02

**01. Assist with staff growth and development.** MAAS.02.01

- a. Train staff on system usage. MAAS.02.01.A
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**02. Implement methods for improving employee satisfaction.** MAAS.02.02

- a. (no indicators) MAAS.02.02.A
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**Information Management: Access, process, maintain, evaluate, and disseminate information for business decision-making.** MAAS.03

**01. Perform scheduling functions to facilitate on-time, prompt completion of work activities.** MAAS.03.01

- a. Create calendar/schedule. MAAS.03.01.A
  - b. Maintain appointment calendar. MAAS.03.01.B
  - c. Verify appointments. MAAS.03.01.C
  - d. Make travel arrangements. MAAS.03.01.D
  - e. Make meeting arrangements. MAAS.03.01.E
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**02. Manage business records to maintain needed documentation.** MAAS.03.02

- a. Process customer orders. MAAS.03.02.A
  - b. Route orders. MAAS.03.02.B
  - c. File records electronically/manually. MAAS.03.02.C
  - d. Maintain files. MAAS.03.02.D
  - e. Collect documentation needed to compile reports. MAAS.03.02.E
  - f. Track shipping practices. MAAS.03.02.F
  - g. Set up filing system appropriate for media/documents being stored. MAAS.03.02.G
  - h. Control incoming/outgoing documentation process MAAS.03.02.H
  - i. Develop retention system appropriate for media/documents being stored. MAAS.03.02.I
  - j. Archive information according to retention procedures. MAAS.03.02.J
  - k. Audit records periodically. MAAS.03.02.K
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**03. Prepare documentation of business activities to communicate with internal/external clients.** MAAS.03.03

- a. Proofread documents. MAAS.03.03.A
- b. Prepare reports. MAAS.03.03.B
- c. Prepare financial data. MAAS.03.03.C
- d. Prepare RFPs (Request for Proposal). MAAS.03.03.D

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**04. Utilize information technology tools to manage and perform work responsibilities.** MAAS.03.04

- a. Demonstrate advanced web-search skills. MAAS.03.04.A
- b. Demonstrate advanced word-processing skills. MAAS.03.04.B
- c. Demonstrate advanced presentation applications. MAAS.03.04.C
- d. Demonstrate advanced database applications. MAAS.03.04.D
- e. Mine databases for information. MAAS.03.04.E
- f. Demonstrate advanced spreadsheet applications. MAAS.03.04.F
- g. Create a web page for business applications. MAAS.03.04.G
- h. Capture text using OCR (optical character reader) software. MAAS.03.04.H
- i. Use voice recognition technology to prepare documents. MAAS.03.04.I
- j. Utilize project-management software. MAAS.03.04.J
- k. Utilize imaging software. MAAS.03.04.K

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**05. Use traditional notation to proofread and edit documents.** MAAS.03.05

- a. Identify and use proofreaders' marks to indicate all errors in format. MAAS.03.05.A
- b. Identify and use proofreaders' marks to indicate all errors in content. MAAS.03.05.B
- c. Identify and use proofreaders' marks to indicate all errors in spelling and grammar. MAAS.03.05.C

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**06. Use spreadsheet software to create business-related spreadsheets.** MAAS.03.06

- a. Choose appropriate software for creating spreadsheets. MAAS.03.06.A
- b. Enter labels and values into spreadsheet cells. MAAS.03.06.B
- c. Format labels and values. MAAS.03.06.C

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**07. Enter formulas and functions in a spreadsheet.** MAAS.03.07

- a. Develop formulas and enter appropriate functions. MAAS.03.07.A
- b. Check formulas and functions with sample values. MAAS.03.07.B

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**08. Create components to analyze spreadsheet data.** MAAS.03.08

- a. Produce and print graphs. MAAS.03.08.A
- b. Produce PivotCharts. MAAS.03.08.B
- c. Create "what if" scenarios. MAAS.03.08.C
- d. Print reports. MAAS.03.08.D
- e. Print formulas. MAAS.03.08.E

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**09. Select format and procedure to produce memoranda appropriate for a given purpose.** MAAS.03.09

- a. Select proper layout, i.e., direct, indirect. MAAS.03.09.A
  - b. Use correct grammar, spelling, punctuation and other English mechanics. MAAS.03.09.B
  - c. Prepare in correct memo format. MAAS.03.09.C
  - d. Key without error. MAAS.03.09.D
  - e. Disseminate to appropriate persons. MAAS.03.09.E
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**10. Select document type and layout to produce business letters.** MAAS.03.10

- a. Determine use of document, e.g., sales, claims, good news. MAAS.03.10.A
  - b. Prepare with correct layout. MAAS.03.10.B
  - c. Use correct grammar, spelling, punctuation and other English mechanics. MAAS.03.10.C
  - d. Key without error. MAAS.03.10.D
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**11. Select appropriate writing method to produce a variety of reports.** MAAS.03.11

- a. Determine purpose of report. MAAS.03.11.A
  - b. Select proper method of writing, e.g., short, informal. MAAS.03.11.B
  - c. Prepare tables, graphs, and graphics. MAAS.03.11.C
  - d. Use references and prepare notations and bibliography. MAAS.03.11.D
  - e. Use correct grammar, spelling, punctuation and other English mechanics. MAAS.03.11.E
  - f. Key without error. MAAS.03.11.F
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**12. Record transactions to manage cash fund accounts.** MAAS.03.12

- a. Keep records of petty cash disbursements. MAAS.03.12.A
  - b. Replenish petty cash. MAAS.03.12.B
  - c. Increase or decrease as necessary. MAAS.03.12.C
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**13. Tally receipts and proof work to prepare bank deposits.** MAAS.03.13

- a. Prepare endorsement. MAAS.03.13.A
- b. Reconcile. MAAS.03.13.B
- c. Proof totals. MAAS.03.13.C

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**14. Practice good bookkeeping guidelines to reconcile bank statements.** MAAS.03.14

- a. Compare checkbook to bank statement. MAAS.03.14.A
  - b. Add deposits not credited. MAAS.03.14.B
  - c. Subtract checks not cleared. MAAS.03.14.C
  - d. Subtract bank charges from checkbook. MAAS.03.14.D
  - e. Ensure bank statement balance equals checkbook balance. MAAS.03.14.E
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**Operations: Monitor, plan and control day-to-day business activities to continue business functioning.** MAAS.04

**01. Utilize office equipment to accomplish administrative service related job assignments.** MAAS.04.01

- a. Operate calculator. MAAS.04.01.A
  - b. Operate copier. MAAS.04.01.B
  - c. Operate printer. MAAS.04.01.C
  - d. Operate fax machines. MAAS.04.01.D
  - e. Operate postage meter. MAAS.04.01.E
  - f. Operate scanner. MAAS.04.01.F
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**02. Troubleshoot problems with office equipment to make repairs and/or to obtain technical support.** MAAS.04.02

- a. Isolate and identify source of technical problem. MAAS.04.02.A
  - b. Follow manufacturer's written procedures to fix technical problem. MAAS.04.02.B
  - c. Obtain technical support services. MAAS.04.02.C
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**03. Abide by risk-management policies and procedures for technology to minimize loss.** MAAS.04.03

- a. Adhere to technology safety and security policies (e.g., acceptable use policy, web page policies). MAAS.04.03.A
- b. Apply ergonomic techniques to technology tasks. MAAS.04.03.B
- c. Adhere to laws pertaining to computer crime, fraud and abuse. MAAS.04.03.C
- d. Follow procedures used to restart and recover from situations (e.g., system failure, virus infection). MAAS.04.03.D
- e. Follow policies to prevent loss of data integrity. MAAS.04.03.E
- f. Adhere to organization's policies for technology use. MAAS.04.03.F

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**04. Maintain work flow to enhance productivity.** MAAS.04.04

- a. Organize and prioritize work. MAAS.04.04.A
- b. Complete assigned tasks in a timely manner. MAAS.04.04.B
- c. Coordinate work with that of team members. MAAS.04.04.C
- d. Assist with overflow work. MAAS.04.04.D
- e. Coordinate submission of proposals. MAAS.04.04.E

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**05. Utilize project management skills to start, run, and complete projects.** MAAS.04.05

- a. Coordinate schedules and activities. MAAS.04.05.A
- b. Plan meetings. MAAS.04.05.B

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**06. Implement processes for purchasing business supplies, equipment, and services.** MAAS.04.06

- a. Maintain vendor/supplier relationships. MAAS.04.06.A
- b. Conduct vendor/supplier search. MAAS.04.06.B
- c. Negotiate terms with vendors. MAAS.04.06.C

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**07. Establish procedures to maintain equipment and supplies.** MAAS.04.07

- a. Determine equipment needed. MAAS.04.07.A
- b. Determine supplies needed. MAAS.04.07.B
- c. Establish equipment and supplies maintenance system. MAAS.04.07.C
- d. Schedule equipment maintenance procedure. MAAS.04.07.D
- e. Utilize equipment and supplies maintenance procedures. MAAS.04.07.E