

2024-2025

ALASBO Administrative Assistant / School Secretary - Workshops Series

Each session is via Zoom, from 10:30-11:30AM, and will be recorded.

Workshop Cost: \$300 for Individual or \$600 for district level registration.

AUG
20

WORKSHOP ORIENTATION/ROLES/STANDARD DUTIES

This session will kick off the workshop series, providing an overview to the program as well as a presentation on Roles/Standard Duties

SEP
10

OPERATIONAL TIPS & TRICKS

Key topics include:

- Utilizing student information systems
- Appropriate staff interactions and procurement protocols
- Effective parent interactions
- Developing interpersonal skills (HEARD method)
- Time management strategies
- Introduction to customer service and de-escalation techniques
- Standard Operating Procedures

NOV
12

FINANCIAL TIPS & TRICKS

Financial management insights covering:

- eProcurement processes
- Chart of Accounts (COA)
- Managing grants
- Handling credit cards and petty cash
- Payroll procedures

JAN
14

HR/EMPLOYEE AGREEMENTS AND HANDBOOKS

This session will focus on human resources, including understanding employee agreements and navigating handbooks.

MAR
4

PAPERLESS OFFICE, TECHNOLOGY, AND STAFF COMMUNICATIONS

Topics include:

- Implementing paperless workflows
- Managing district websites, links, and IT requirements
- Setting reasonable expectations for administrative assistants
- Technical support for printers, email setup, and allowable apps
- Understanding service agreements and their limitations
- Additional relevant technology tips

APR
28

CUSTOMER SERVICE, DE-ESCALATION TECHNIQUES AND MORE

Focuses on enhancing customer service skills and mastering de-escalation techniques.

Register online www.alasbo.org

