

# ADMINISTRATIVE SERVICES HANDBOOK

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True Holiness Assemblies of Truth United  
International Inc.  
865 Altoona St, 3<sup>rd</sup> Floor  
Cincinnati, Ohio 45206



## AdminServices

We specialize in working right alongside YOU!

## ***The Standards of Professionalism in Administration!***

As Director of AdminServices it is rewarding to watch the projects of our organization come to a successful completion each year. The vision God has given us is very ambitious and will require that we use the standards of professionalism in everything we do and say.

The office procedures and policies outlined in this handbook are to help to keep all secretaries, administrative assistants, and executive assistants maintain a professional environment, while executing our duties.

With the collaboration of all of our local, national, and district offices, we look to create a seamless administration process throughout THAT United International that will be well inventive, organized, and proficient.

Thank you and God Bless,

*Elder Lisa C. Pointer*

Elder Lisa C. Pointer  
Director of Administrative Services

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## **HISTORY OF THE ORGANIZATION**

The True Holiness congregations have been in existence since 1966. In 1998, these congregations formed a central organization called True Holiness Assemblies of Truth, Inc. to provide guidance for the growth and synchronize the efforts of all its churches and auxiliaries. Its corporate headquarters is located at 865 Altoona St, 3<sup>rd</sup> Floor, Cincinnati, Ohio 45206.

Board of Bishops is the highest governing body of the organization and constitutes the union, community, and corporate mission among all its congregations and lesser governing bodies. Although their congregations are located in Ohio, Northern Kentucky, and Southern Indiana, they constitute one church that is unified for one purpose, which is to enrich their communities by modeling and teaching principles of Jesus Christ.

The congregations are the essential mission arms of the corporate administration, as well as the corporate ministry. They are integrated into a volunteer workforce, which ensures that the projected goals are reached each fiscal year. Their participation enables the Executives to effectively diagnose the organization's existing strengths and weaknesses, and projected problems and opportunities.

## **PURPOSE**

One of the functions of the Department Administrative Services is to oversee the coordination of national administrative activities among the corporate and district offices of THAT United, Inc. The purpose of this handbook is to help ensure consistency in the handling of correspondence and administrative matters for the organization by its national officers and executives. This handbook attempts to bring clarity to clerical functions as well as address the processes for specific positions such as the National Recording Secretary, Executive Secretary to the Board, Executive Assistant to the CEO, Executive Assistant to the Presiding Bishop, and Administrative Assistants to the vice president or department head.

## **DESCRIPTION OF THE DEPARTMENT OF ADMINISTRATIVE SERVICES:**

Administrative Services Department is a full service in-house troubleshooting and management solution for document copying and printing, forms management, just-in-time document creation and distribution management.

This year, we will take measures to expand the operations of Administrative Services, by collaborating with the Information Systems and Communication Department, to acquire an intranet server and SharePoint application. Through the SharePoint 2010 application, our executives and administrators can set up web sites to share information, manage documents from start to finish, and publish reports to encourage shared decision making. ISC will manage the core of this operation from Cincinnati.

**Copy and report management:** Project management of document-related tasks including imaging and migration services.

**Develop a records management system include the determination of:**

- What records must be kept and for what time period?
- How should records be destroyed when the time comes?
- In what format should archived records be maintained?
- Where should the records be physically stored?

**Document Management (*SharePoint Application*):**

- Imaging
- Verification
- Centralized storage
- Indexing
- Remote Access
- Access logging
- Version control

**Data Distribution/Storage:**

- Remoter data entry
- Centralized form completion

## **DEPARTMENTAL JOB DESCRIPTIONS**



## **Our Services**

1. Recording and archiving
2. Office Organization
3. Copy, Editing & Proofing Services
4. Document Templates
5. Classifying documents
6. Recruit and train office personnel
7. Print publications
8. Perform a variety of other services
9. Desktop publishing

In the past, this department focused largely on two projects—the recording and publication of national minutes and producing the Book of Order publications--we are moving on to other projects such as designing a standard national letterhead; promoting effective and efficient email and online communications between local, district, and corporate offices; project planning for annual meetings and conferences; and conducting continuous administrative training.

We assist all divisions of THAT United Missions & Ministries in areas of short-term & long term projects, and policy & procedure development. We offer personalized support in all areas of administration through onsite workshop consultations and designing and production of presentation materials for facilitators.

With the collaboration of our entire local, district and national offices, we look to create an administration for THAT United, Inc. that will be well organized, resourceful, and professionally competent.

### **DIRECTOR'S RESPONSIBILITIES:**

To plan, coordinate, and direct a broad range of administrative support services that allow THAT United to operate efficiently.

1. Initiate an annual recruitment campaign throughout the church body for qualified volunteer administrators. (Partner with Volunteer Services)
2. Coordinate and direct volunteers into a capable support system for the official proceedings of the Board of Bishops' Annual Assembly of Congregations and Ministries.
3. Support for the National Young People's Convention workshops, recording of sessions and assist all other divisions within THAT United.
4. Work closely with the COO in developing document management systems, such as electronic recording procedures and storage and retrieval systems.
- 5.
6. Develop a plan and process for cataloging 47 years of meeting documents of all major events. (Partner with the Liaison for the Board of Bishops)

## **NATIONAL RECORDERS**

### **Essential Functions:**

1. Performs high-level administrative duties taking an accurate transcription of activities and events of the Union Churches of THAT United for the purpose of creating national minute books or reports.
2. Takes dictation in speedwriting, shorthand, or by machine and transcribes notes on computer or typewriter. Compose, proofread, and edit correspondence, documents and forms.
3. Prepares and keep records of invoices, bills, accompanying reports and documents during Assembly or Convention services.
4. Collect and compile information from various sources on a variety of topics; compile reports and activity logs; undertake a variety of special projects as assigned.
5. Coordinate work of staff or committees; assist in staff training and development.
6. File documents, reports, and correspondence for assigned department; maintain financial records and forms manually or electronically. Maintain confidentiality of information from files, memos, and conversations.
7. Communicate tactfully, concisely, and firmly as necessary both orally and in writing.
8. Operate a variety of office equipment including telephones, computers, copy machines, facsimile machines, and in some cases Dictaphone.
9. Maintain calendar of activities, meetings, and various events for assigned department.

10. Order, maintain inventory supplies, materials, and equipment for assigned department.
11. Respond to questions from other departments.

**PARTNERING WITH INFORMATION SYSTEMS AND COMMUNICATION DEPARTMENT:**

1. **Consulting Services.** Including document management strategies and tactical solutions
2. **Imaging and Communication.** Create a virtual work environment, by using the Internet.
3. **Implement SharePoint Application.** To develop solutions that provides access to critical records for all THAT United's District Office locations. Through the use of an intranet framework and website technology, to provide secure access, accountability, and ease of information exchange for our record management needs.

## **TIMELINE FOR PREPARATIONS FOR ANNUAL ASSEMBLY** **(Revise as needed)**

June – Start contacting pastors to recruit volunteers for Annual Assembly offices.

May/June – Begin discussions/meetings with the Banquet Services to plan, purchase items for the Annual Assembly nightly refreshments and meals.

June – Send out correspondence to pastors, et al, concerning Assembly assessments, pastoral reports, department reports, ministry reports as requested by the Board of Bishops.

July – Meet with Banquet Services Manager & plan, coordinate her staff, report results to the Assembly moderator.

July – Print program booklets.

August – Act as the liaison between the moderator and Board of Bishops during the Assembly week, by responding to the questions and concerns of the Administration, Usher Board, Facility Management, and Banquet Services.

## **HOW TO GIVE ANNOUNCEMENTS FOR THE ASSEMBLY WEEK**

**The Moderator will call for the announcements:**

Administration assistant will come to the microphone (**Do not give honors**) and make the following statements:

1. “Do the Outer Sergeants have any announcements for the Assembly?”
2. “Does the Guardian for Women have any announcements for the Assembly?”
3. “Does the Guardian for Men have any announcements for the Assembly?”

4. “Does This is THAT Christian Bookstore have any announcements for the Assembly?”
5. “Does the Guardian for Women have any announcements for the Assembly?”
6. “Does Volunteer Services have any announcements for the Assembly?”

The administration assistant will make have the following announcements:  
she will start by saying...

**“Your announcements from the National Administration are as follows:”**

- (Minute Books are made available each member of our congregations. You will need visit the administration assistant in the foyer to purchase your books.
- Books of Order or available for each member of our congregations. Please come to the administration table in the auditorium to purchase your book.
- Assembly Ribbons, Please see Sister Brenda Wallace for your Annual Assembly Ribbon. (Have Sister Brenda Wallace stand)
- The next night’s service: time /date/location
- The daytime events of the next day
- Read the refreshments are available in the lower level/ hospitality representative should be ready to take orders from those who do not want to go down stairs.

The administrative assistant ends by saying “**Thank you**”

## GENERAL OFFICE PROCEDURES

What is a procedure? A procedure is a detailed, step-by-step way of accomplishing something. It is a method of handling an activity or task. A policy is a broad statement that reflects an organization's philosophy, objectives, or standards concerning a particular set of activities. No group, committee, staff, board, (and we can go on...) can operate without policies or procedures. If so, nothing could be accomplished due to group members pulling into different directions. Policies and procedures bring uniformity to a group and keep the group focused on its task or mission.

### Letters

Letters used to correspond **outside** of THAT United are to be prepared on official corporate letterhead. Corporate letterhead has been designed for each national ministry, board or group, and department, and can be obtained at [TrueHolinessAssemblies.org](http://TrueHolinessAssemblies.org), under *Meeting Documents Archive*.

When beginning a letter, you should plan the letter by knowing the purpose, strategy, and main point. Look over the document after it is written and anticipate questions and objections. Clarify them, if any, to make sure your topic is not misunderstood. Other tips include:

- State purpose and main point early, in the first one or two paragraphs, then follow-up with explanation. Be concise
- Be courteous and professional
- Use headings, especially if the letter or report is longer than one page
- Use transitional words to help the reader move from one sentence and paragraph to another
- When reviewing or editing, make sure each paragraph has a main point, and skim key sentences. Proofread and check for accuracy.

Refer to references for proper grammar, punctuation, and format usage.

## **Editing and Proofing**

The following tips are used for proofreading business documents and are helpful with other correspondence:

- First, read the document for spelling and grammar. Another person should do this.
- Second, read the document for accuracy. Another person also should do this.
- Third, check the document for numerical data. Are addresses, telephone numbers, or prices correct?
- You may use the computer spell check and grammar check, but remember words spelled correctly, but out of context may pass through the comparison tool.

Before a final check, it is good to lay the document aside for a while, then go back and make a final check. These are also helpful questions to ask yourself:

- Are all the details covered?
- Does the copy make sense?
- For Layout
  - Are all heading and subheadings consistent throughout the document?
  - Are all paragraphs handled the same way?
  - Do the page numbers appear in the same place?
- Double check for accuracy

- Are proper names spelled correctly with proper titles?
- Is word spacing correct?
- Are quotation marks missing?
- Inspect all figures, including dates
  - Have any numbers been transposed?
  - Are totals correct and decimal points aligned?
  - Do the dates match the correct days of the week?
- Proofread everything
  - Don't overlook headlines, photo captions, and first paragraphs

## **Electronic Communication**

Electronic mail (e-mail) is a network of computer hardware and software that permits the sending and receiving of electronic messages from one computer to another. E-mail is quick, reliable, and timely for busy administrators who need to get a message right away. Email works as follows:

- Email is created by a computer somewhere and received by another computer elsewhere.
- Email can travel on any system as long as the system is connected to the Internet.
- Messages can be stored, saved, and edited.
- Messages can be forwarded to another user, and the user can reply to the message.

Advantages of email are:

- Does not require paper

- Quick and reliable
- User can send large amounts of data to receiver
- Can send pictures and images quickly
- The sender and the recipient do not have to be at their computers at the same time to send or receive email.
- One message can be sent to several people

**Note:** It is required for all national officers to have or obtain email service in order to work and serve in their corporate administration.

## **Policy for Email**

Many users of email consider this method of communication as very informal, and may not consider that a certain protocol should be used. The following are rules for email to make sure the users' messages are communicated effectively without misunderstanding.

- **Be careful what you say.** Since the user will not be present to defend a message that was transmitted, it is best to re-read your message and consider "would I like to receive get a message like this?"
- **Don't Ramble.** Don't use overly long sentences.
- **Don't use ALL CAPS.** This is considered shouting.
- **Length.** Try to keep emails to one page length.
- **Respond promptly.** Don't have a running list of unanswered email messages. It is defeating the purpose of the system.
- Make sure the subject line really defines the content of the message
- Check email once a day

## NATIONAL CALENDAR

The electronic National Calendar is found at [TrueHolinessAssemblies.org](http://TrueHolinessAssemblies.org), under *Upcoming Events!* You can also save this calendar to your desktop.

THAT United calendar year runs a fiscal year of from August 1 to July 31. A national calendar of THAT United is updated each year to keep all corporate officers and union churches abreast of national events. Dates and events inserted in the calendar include:

- Church and pastoral anniversaries
- National Annual Days
- National trainings and seminars
- Conventions/Conferences/ Assemblies
- Convocations
- Bishop Annual visits
- National fundraising campaigns
- Standard national staff or board meetings

## MEETINGS

Meetings are used to inform, to educate, to persuade, to sell or to do anything else of interest or value to the meeting organizers and participants. Meetings are good for generating and sharing ideas, bringing issues or problems to the surface, and discussing and making decisions. Meetings are **not** good for organizing data, researching information, or writing reports.

Meetings can be a few minutes or last for more than one day. Whether the group is large or small, an effective group has a leader and a recorder (in a small group that may be one person).

**Staff Meetings.** These meetings are the most common type. The purpose of this type of meeting is to discuss and solve problems, make decisions, review progress, plan projects and distribute assignments. Department heads

should meet with their senior managers on a regular basis, and whenever a need arises.

**Committee Meetings.** Committees are often appointed to further discuss or study a matter related to a particular topic. In order for a committee to function properly, all committee members must participate.

### **Notetaking (Minutes)**

Taking notes of a meeting is required at all meetings of the national organization. A copy of the minutes should be transcribed **no later than one week** after the meeting was held. With the approval of the meeting leader, an audio device can be used to capture the discussion of the meeting and transcribed from dictation.

As a function of the national recording secretary, notes are taken during two major events of THAT United: National Young People's Convention and the Annual Assembly of THAT United, Inc. For this cause, minutes from these events are prepared during the incoming fiscal year to be compiled into our national minute book. An audio device and computer system can be used to capture the minutes from these events. When completed, the national minute book should include:

- Minutes from prior year's Assembly
- Minutes from prior year Convention
- Minutes of the Midwinter Leadership Conference
- Minutes of the Board of Bishops
- Minutes of the Board of Elders
- National address from Presiding Bishop
- National addresses from national presidents
- Pastoral reports from prior year
- Reports from Evangelists prior year
- Reports from Elders prior year
- Ministerial directory
- Financial reports from all prominent accounts
- Prophecies, special messages
- Reports from national officers