

The Operations need to Related to the Official Administrative Secretary of the World's Global Integration

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ABSTRACT

In agencies, organizations and businesses, the Executive Room is an indispensable part. This is considered the headquarters of an agency, organization, door to work and welcome guests. All activities within agencies and organizations are operated and governed by the administrative department. Therefore, when the administrative office is in good working condition, it will bring both agencies and organizations to operate effectively. But in order for the administrative department to work well, the core factor of that decision is those who work in office administration. From the leadership level to the employees, they are all versatile, multi-talented people who can well perform their functions and roles in the administrative room. In it, it is impossible not to mention the role of the office administrative secretary.

In each agency, the office administrative secretary plays a very important role, is the second face after leadership. Therefore, in order to assert their role and to help office administration today, they need to have the necessary skills and skills for office work. However, because of the nature of the work of each unit is different, because each person has his or her own skills but their ways of doing things are different. But no matter what position they are, they must accumulate and cultivate for themselves a certain knowledge and skill to take care of the job, to seize the opportunity, to successfully master.

Keywords: Office administration, office administration, secretary, administrative operations, office clerical professional.

INTRODUCTION

THE BASIS OF THE THEORY OF OFFICE ADMINISTRATIVE SECRETARIES

The secretary is the assistant of the administrative level, mastering the office administrative profession, being able to assume responsibility, acting independently without the need for direct inspection, judgment, and imagination. and can make decisions within your jurisdiction.

Office administrative secretary must take on many different functions and tasks at the same time. This includes a functional group related to organizing information: processing incoming and outgoing documents (registering documents, helping leaders to check the implementation of instructions and decisions of heads, composing Draft documents,). Functional group is under the management of work, they have to deal with such tasks as: receiving guests, meetings,

conversation conferences, preparing leaders for business, ..

Office administration is an indispensable part in any company, undertaking tasks related to administrative procedures and reception to welcome guests, organization of archives to support all personnel In addition, you can give legal advice to leaders if necessary. Because of the nature of such work, in many companies, Administration - Human Resources or Administration - Organizations often organize common arrangements to facilitate mutual exchange and support.

The office administrative secretary is the person assigned to undertake part or all of the work related to the professional areas of an office such as: managing documents, records, documents: ensuring requirements communication, communication and organization, daily work arrangements to support and serve the activities of agencies or leaders of an agency, organization and enterprise.

THE NECESSARY OPERATIONS OF THE OFFICE ADMINISTRATIVE SECRETARY

Profession of Collecting, Processing and Providing Information for Leaders

It can be affirmed that the preparation and provision of information is the basic and important task of every office. Therefore, the office clerk must be obliged to understand and understand the information needs of agencies and leaders, identify information sources and methods of information collection, process and provide information for agency and leadership.

The office clerk should be clear about the information and information types during the collection process. Regarding the content of information, the office clerk must understand clearly the functions, duties, powers of his agency or the functions and duties of the leaders he assists to determine the content of information but mandarin or leader needs. In particular, it is necessary to clearly classify information on politics, economy, culture and society, etc., which is mainly, related to the functions and tasks of agencies or leaders. Information gathering should be conducted regularly. Basically, information for management activities is usually collected from sources such as: from outgoing and incoming documents; From books, newspapers, magazines, donations, reflections from meetings, phones, direct exchanges ...

When obtaining the collected information, the office clerk must proceed to process that information. This is a complex profession, requiring them to have a high level of expertise, a wide understanding and ability to analyze and synthesize problems. The processing of information requires the office clerk to be able to gather and systematize information according to each issue and field. Analyzing and checking the accuracy of information: Helping to detect intermediate, overlapping, inconsistent or contradictory information ... thereby making the choice of more complete and accurate information high. After processing the information, at the request of the agency or leader, the office clerk will provide information for the agency or leader. In order to provide information, office clerks need to find out exactly what the leader or department needs to provide information. Identify the information to be provided: Requiring the office clerk to have the required level of analysis, master the issues related to the operation of the agency, the

leader, have a wide understanding ... to thereby determining the limit of information to provide. Because information is an infinite store, if the limit is not determined, the clerk of the office will spend a lot of time and effort in collecting unnecessary information.

Once the information has been collected, the Office Clerk must directly process the information to provide to the agency or leader. This profession is for everyone at work and life. It is beneficial to have reliable and quality information, thus providing leaders with good, quality information, ways of thinking, thinking, analyzing the scientific situation. From there, there are correct actions and decisions. In addition, thanks to good information processing, so there are new information, enriching information.

The processing of office secretary information needs to classify, aggregate, and systematize information according to the user's intended use. Then, synthesize and summarize information: Basically the synthesis is almost like systematization (systematization is the whole process), synthesized on the basis of systematization. The summary is a summary of the essential issues of information. On that basis, the office administrative secretary will conduct information analysis: If the information we have is a big issue, the analyst's task must separate that problem into smaller, detailed issues. more or vice versa from small information that constitutes general information. After separating and matching, there must be remarks and explanations of the issues drawn after the separation and matching of information. When explaining and commenting, it is necessary to pay attention to the principle of recognizing and evaluating information from different dimensions and different angles. The final step is the reliability test: Based on the communication channel (different high and low reliability channels), also based on logical (reasonable) information. Good information handling and collection will reveal many issues to advise (this is the relationship between information and advice). On the contrary, if advising well, it will be a driving force for the staff to continue collecting and processing information, forming an endless cycle, it makes the capacity of the OFFICE OFFICE SECRET be enhanced. being well-evaluated by leaders and agencies, is the ladder for their advancement.

Profession of Organizing Office Administrative Clerical Work

Develop programs, plans and schedules for agencies and leaders:

The agency's program, plan and schedule has many types such as:

- Program and Operation Plan for 1 year
- Plan of agency activities for 1 month
- Work schedule of leaders and agencies in the week and day
- Activities have the following forms:
- Meetings and seminars
- Receiving guests and working with guests
- Business trip and survey
- Research and solve professional work in the office

Principles of building work schedule:

- Non-duplicate principle (when scheduling): Attention: Time, location, personnel
- Priority principle: Which one is first, which one is later, should be considered to be feasible. There is a need for sensitivity and judgment, mastering functions and tasks.
- Preventive principles: Expect possible situations

Calendar adjustment principle: If there are the following conditions:

- Change in time (timely report)
- Change of location: ensuring distance is not too far from each other
- Personnel changes: do not affect the purpose of such activities

Things to do when developing a calendar and agenda:

- Propose regulations for departments expected KH week, next month
- Gather proposals, combined with the expected work of leaders
- When setting up a calendar, it is necessary to clearly identify three factors: Time, location, and personnel
- When making a schedule, it is necessary to discuss with the leadership department for comments to arrange
- Need to monitor in practice to adjust, change
- If it is a separate account, it is necessary to pay attention to the personal calendar of the TK in accordance with the leader

Chức Organize meetings, workshops and festivals:

- Find out the purpose of meetings and conferences: Meeting of advocacy and law; meeting to discuss measures to implement; summary meeting; meeting through management decisions; reward meeting
- Planning a meeting
- Identify ingredients
- Programming: Main activities, executives in charge or executive
- Prepare locations and facilities for meetings:
- Prepare documents and documents
- Coordinate with other departments to prepare facilities
- Prepare funding and settlement

Organize business trips of officials and leaders:

- Schedule: Avoid being overlapped and wasted. Note that there must be people at home to handle agency work; It is necessary to combine some tasks in the trip to save
- Master the necessary information about the trip:
- Purpose (check, survey, visit, exchange of work, signing, meeting ...)
- Start and end time
- Schedule
- Ingredients
- Means
- Estimated budget
- To what extent is the trip required?
- Information is as specific as possible.

Prepare necessary conditions for the business trip:

- Solve necessary administrative procedures
- Prepare facilities for the delegation
- Prepare documents
- Prepare necessary funds and equipment

ANALYZING UHE ORGANIZATIONAL STRUCTURE OF THE ADMINISTRATIVE DEPARTMENT

The Administration Department is the general and direct working apparatus of a functional agency, serving for the management of the leadership; is a place to collect and process information to support management activities; is

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a place to carry out logistic services to ensure operational conditions for agencies and organizations.

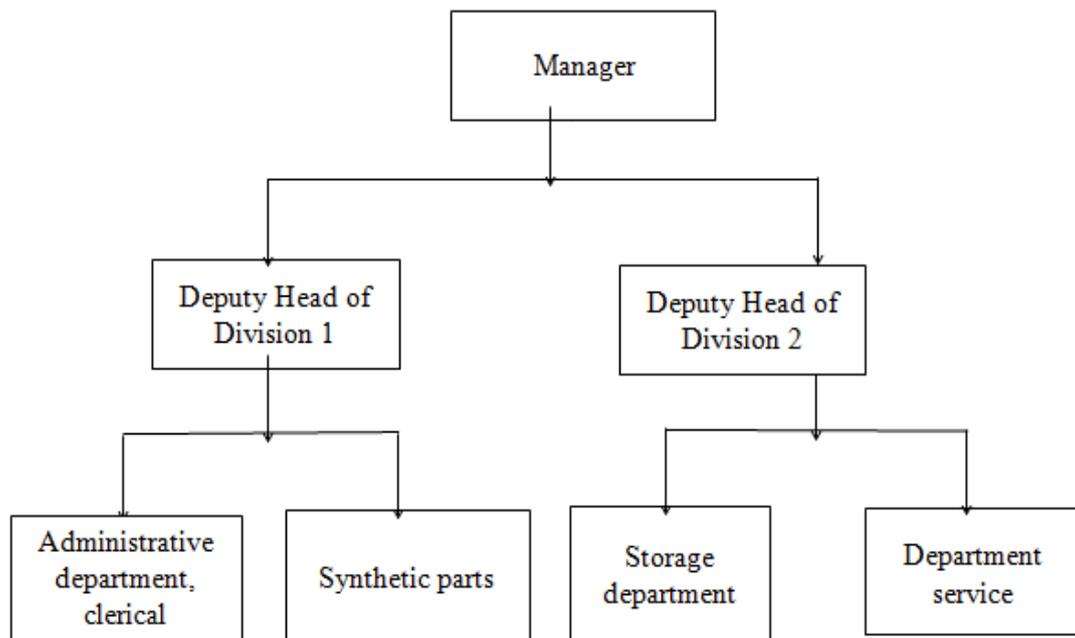


Figure1. Organizational structure of administrative offices in agencies and organizations today

- Functions and duties of the management apparatus
- Head of Administration Department (Chief of Office): is the general manager, responsible for the whole Office, directing some important tasks such as building and monitoring the implementation of public programs and plans working on and completing important VN drafts, cipher work
- Assisting with Deputy Head of Administration (or Deputy Office).
- Administrative and documents department:
 - Managing and administering the reception, processing, preservation and transfer of documents within and outside agencies and enterprises;
 - Organizing the reception and opening ceremony
 - Manage and effectively use technical equipment for the operation of the clerical work
- General department: consists of a number of specialists, whose task is to study guidelines, guidelines and policies of higher levels and relevant professional domains;
- Advise documents for heads in leadership and operating activities;
- Monitor and summarize the operation of the agency to promptly report the cable to the head and propose a solution.
- Storage department: Perform storage
- Classification, evaluation, adjustment and statistics of archives;
- Exploiting and using archives
- Department of service: responsible for cleaning, security, order for the whole agency.

PROPOSING FLOWCHART FOR ARRANGING OFFICE CLERK'S SCHEDULE

Process Description

Step 1: Office administrative secretary receives work from departments and sections

Step 2: After receiving the calendar from the departments, the Office of Administrative Secretariat classification, build a draft, arrange and manage the calendar.

Step 3: Then send to the leaders and departments of the Company through text presentation or mail system. If anything goes wrong, the departments will respond to the Office of Administrative Clerks to rearrange.

Step 4: Leaders check, review documents, work information if they will proceed to approve. If it

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is missing or wrong, it will be returned to the administrative clerk for repairs.

Step 6: Office administrative secretary saves and announces work schedule

Step 5: The schedule of work is based on the job objectives then assigned to the responsible department and individual to exercise the task.

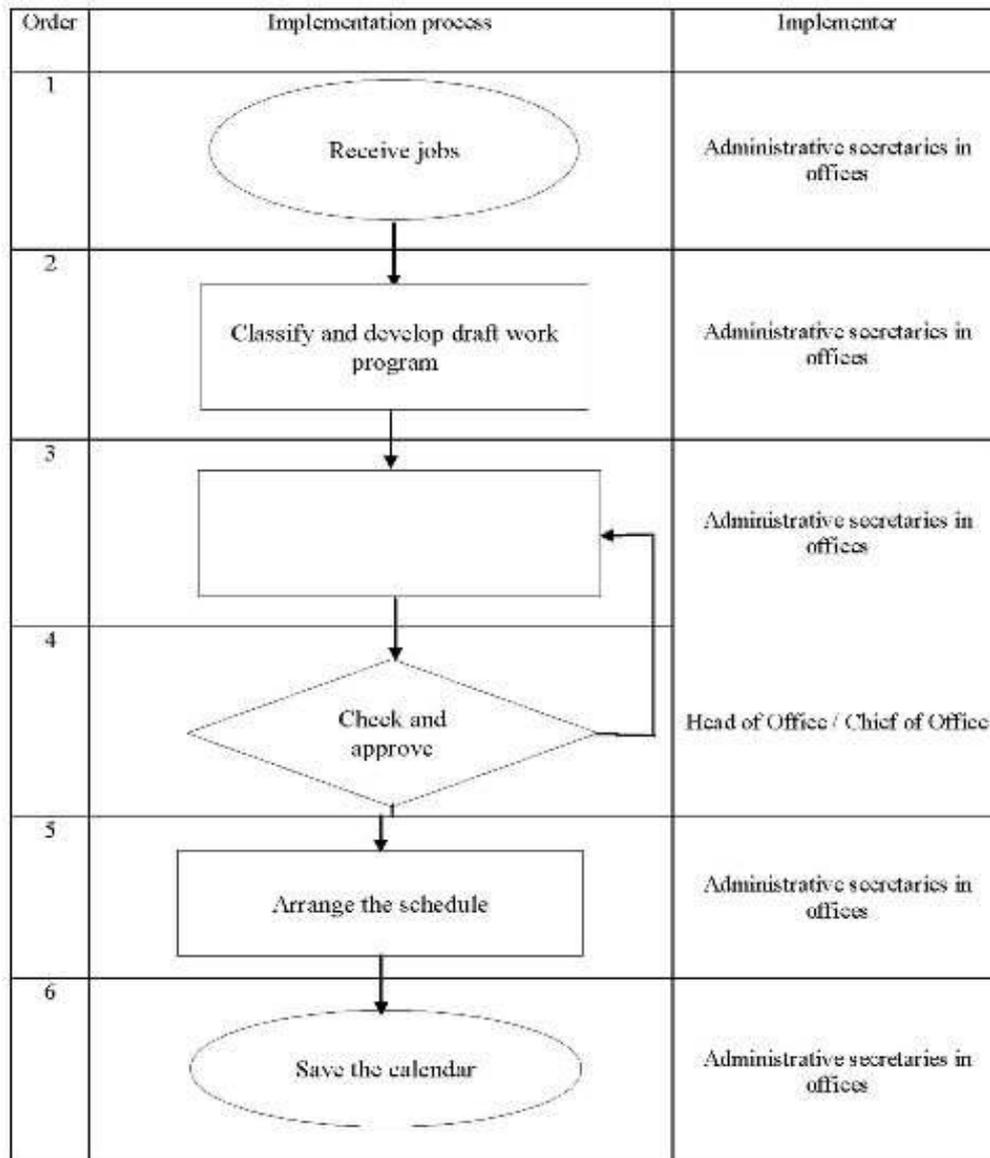


Figure2. Steps to plan the work of the office administrative clerk's office

CONCLUSION

Any office of an agency or organization needs an office administrative clerk, any office administrative secretary needs the necessary office operations. The better the secretary who performs his administrative secretarial operations, the higher the efficiency of the work, helping the office work of agencies and organizations to operate more effectively. From the above difficulties together with the purpose of improving management, solving work in the right order, fast and scientific, the Office

Administrative Secretary in charge of each of his or her professional areas needs to build a work program, a specific calendar by applying the calendar management software. At the same time, with the aim of putting information technology into the office administrative work of the company, Essential PIM, one driver software to manage the work schedule will help the office administrative staff in general and the Administrative Secretary. The office in particular manages well the work schedule of the unit, organizing it with the utilities that the software brings.

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