LABOR LAW POSTER SERVICE

ADMINISTRATIVE ASSISTANT - OPERATING PROCEDURE

JOB TITLE:	Administrative Assistant	DEPARTMENT:	Graphics/Data
LEAD:	Kathy Connors		
GOAL:	Assist the Graphics/Data department with projects that include administrative duties.		
SUMMARY:	The administrative assistant will support the department of Graphics/Data by researching state/local requirements, proofing posters/various documents, and completing data & documentation.		
TOOLS NEEDED:	Asana, Google G Suite [Sheets, Gmail, Word], and any basic desktop programs necessary to reach the goal.		

APPROVED DATE:		IMPLEMENTATION DATE:	1/5/2021
		LAST REVISION DATE:	1/5/2021

1. PURPOSE

A. The purpose of this operating procedure is to help accomplish the goal of fulfilling any administrative duties that fall under the Graphics/Data Department.

2. RESPONSIBILITIES

A. **Researching**
- Yearly
  - All Poster (States, Cities, Other Various) Updates
- Daily/Weekly *(this may vary depending on what rate/pace you work at or what works best for you)*
  - State Updates
  - City Updates
  - Other Various Poster Updates (I.E. Federal, Agriculture, etc.)

C. **Data & Documentation**
- Updating Desktop Programs
- Processing Orders
- Verifying Addresses

B. **Proofing**
- Posters
- Other Artwork
  - Mailers/Solicitations
  - Envelopes

3. PROCEDURE

A. **RESEARCHING**
   1.) Yearly
   1.1 Obtain the list of all posters used.
   - *(List of states, cities, and other posters used are diagrammed at the end of this entire document. You can also obtain this list by contacting your Lead.)*

   1.2 Begin research by starting with State Posters.
   1.3 Go to each state website to check for next year's updates.
   1.4 Print out the proposed update; print preferably to the graphics printer.
   1.5 Hand the printed proposed update to your lead.
   1.6 Receive any feedback from lead for poster updates.
   1.7 Once the printed proposed update(s) have been handed to your lead move onto the next poster to research further updates.
   1.8 Go through all lists of all posters until you have come to a stop.
   1.9 Yearly poster updates have been completed you may then shift to daily/weekly updates.

2.) **Daily/Weekly**

1.1 Obtain the list of all posters used.
- *(List of states, cities, and other posters used are diagrammed at the end of this entire document. You can also obtain this list by contacting your Lead.)*

1.2 Follow the daily/weekly schedule beginning with Monday listed below *(this may vary depending on what rate/pace you work at or what works best for you).*

3.) **State Updates**

1.1 Research Schedule:
- Monday
  - Research states: Alaska (AK) - Illinois (IL)
- Tuesday
  - Research states: Indiana (IN) - New Jersey (NJ)
- Wednesday
  - Research states: New Mexico (NM) - Wyoming (WY)
- Thursday
  - Research all cities
- Friday
  - Research other posters; if only necessary
    - *Most of the "other posters" do not need updating; for these posters are usually created and don't need updating.*

1.2 Complete procedure with instructions listed below.
   a. With the list on hand, starting with state posters and keeping the daily/weekly schedule in mind, start with Alaska with researching state updates/changes.
      (1) The websites can be retrieved by referring to the actual poster. There are usually listed links that allow you to go straight to the source for your research information.
      (2) If no website is found, you should then refer to google.com and search for the actual state website; type in the search bar ***"state of..."*** followed by the necessary state you are researching. (I.E. "state of Illinois" for the Illinois changes/updates.).
   b. Determine if the change/update needs a "State Change Sheet".
      (1) How to determine:
         (a) **"NO"**
            - The change/update is a new address
            - The change/update is a new phone number
            - The change/update is a few lines long or are a few words
            - The change/update is only temporary (there is a short period of time that the update/change lasts)
         (b) **"YES"**
            - The change/update is more than a few lines long
            - The format of the previous poster and new change/update differs
            - The change/update has no expiration date or there is not temporary time limit it lasts
         (c) **If you are unsure of whether or not a State Change Sheet is needed please consult your lead. If no lead is available consult with your operating manager.**
            - NOTE: Keep in mind, make sure you are checking the effective date for the proposed change/update. You want to make sure that the change/update is the most recent.
   c. If no "State Change Sheet" is needed carry on with the steps listed in the previous step under the "NO" determination.
   d. If a "State Change Sheet" is needed, obtain the sheet from your lead if necessary.
   e. Go through the steps listed below to complete the State Change Sheet:
      (1) Fill out top portion of the State Change Sheet; today's date, which poster the change pertains to (State or City), the page of the poster, language of the poster, the topic of the proposed change/update, the year of the poster being changed/updated.
      (2) Complete the rest of the form by going through the steps below:
         (a) Take sheet to:
            i. Shipping department
               (i) Have preferably the supervisor initial and date the first box; if no supervisor is available have any shipping

          department employee initial and date.

  ii. Graphics department
- (i) Have the graphic designer (one who works on editing the poster artwork) initial, date, and hold onto the State Change Sheet for the second and third box to show they have completed those processes.
- (ii) Once the graphics department has completed the third box they should be handing back over the State Change Sheet, for proofing, to you as well as the 8.5x11" print out of the actual poster with its new change/update.
- (iii) Once you have proofed and made sure the change/update is accurate you can give the State Change sheet back to the graphic designer to initial and date the fourth box.

  iii. Shipping department
- (i) Have preferably the supervisor initial and date the fifth box to notify for approved change/update; if no supervisor is available have any shipping department employee initial and date.

  iv. Customer Service/Call Center
- (i) Let the supervisor/manager of the customer service/call center know the most recent change/update made
- (ii) Once you have told the supervisor/manager of the customer service/call center the most recent change/update make sure that they initial and date the State Change Sheet.

(b) Hold onto the State Change Sheet once the customer service/call center supervisor/manager initials and dates it.

(c) Open up your web browser or Google Chrome on your desktop computer.

(d) Bring up your Gmail account then access Google Sheets by clicking on the 9 gray dots in the upper right hand corner and finding the icon that says "Sheets".

(e) Locate the Sheets document titled "State Changes..."
  i. If you are unable to locate this Sheet be sure to let your Lead know.

(f) Update the field(s) to the Google Sheet appropriately:
  i. Only update the column based on it's appropriate change/update from the printed State Change Sheet. The fields are as described below to know what specific column to update.

	A	B	C	D	E
1	SP	STATE	Minimum Wage 2020	Minimum Wage 2021	Min Wage Change Effective
2		ALABAMA	$7.25 (Federal)	No Change	7/24/2009

  (i)
- Column A indicates whether or not the poster has a Spanish translation version
- Column B indicates what state/city the poster is
- Column C indicates the prior or current year minimum wage of state/city
- Column D indicates the current or future year minimum wage of state/city
- Column E indicates the date the most recent (current or future) minimum wage is in effect

F	G	H	I	J	K	L	M	N
Most Recent Change	Revision Change Effective	Revised (the day it was	Page 1	Version	Page 2	Version	Page 3	Version
Child Labor Law	4/1/2018	8/19/2020	8/19/2020	21-V1	8/19/2020	21-V1	N/A	N/A

  (ii)
- Column F refers to the topic of the proposed change
  - *You can find this by referring back to the State Change Sheet that was initialed and dated by several members; located on the top section of the paper*
- Column G indicates the date the topic of the proposed change takes effect
- Column H indicates the actual date the change/update was made
- Column I indicates the current/updated date on the 1st page of the poster
- Column J indicates the current/updated version on the 1st page of the poster
- Column K indicates the current/updated date on the 2nd page of the poster
- Column L indicates the current/updated version on the 2nd page of the poster
- Column M indicates the current/updated date on the 3nd page of the poster
  - Not all posters have a 3rd page
- Column N indicates the current/updated version on the 3nd page of the poster
  - Not all posters have a 3rd page

	O	P	Q	R	S	T	U
	Spanish Page 1	Spanish Version	Spanish Page 2	Spanish Version	Spanish Page 3	Spanish Version	Comments
(iii)	N/A	N/A	N/A	N/A	N/A	N/A	

- Column O indicates the current/updated date on the 1st page of the Spanish version of poster
- Column P indicates the current/updated version on the 1st page of the Spanish version of poster
- Column Q indicates the current/updated date on the 2nd page of the Spanish version of poster
- Column R indicates the current/updated version on the 2nd page of the Spanish version of poster
- Column S indicates the current/updated date on the 3rd page of the Spanish version of poster
  - Not all posters have a 3rd page
- Column T indicates the current/updated date on the 3rd page of the Spanish version of poster
  - Not all posters have a 3rd page
- Column U indicates any additional comments pertaining to the poster that was updated/changed

 f. After you have entered all information on the Google Sheet, take the State Change Sheet and give it to your lead so that it can be filed and tracked.

 g. Once completed State Change Sheet is handed to your lead move onto the next state for researching, completing the process over again until all states and cities (and/or any other posters) are updated, if needed.

 h. Follow entire procedure (2.1) again starting with Monday's schedule at the beginning of the new work week.

B. Proofing

 1.) Posters

  1.1 Complete the procedure with instructions listed below. **<u>REMINDER: Proofing only takes place once your lead assigns it directly to you.</u>**

   a. Be sure to have the poster that needs proofing. *(As said previously the poster(s) that need proofing can only be obtained by it physically being handed over by your lead.)*

   b. Proof the poster by looking for the following:

    (1) Each section on the poster is the most updated information

     (a) Each section, for example a section like "Minimum Wage", has been updated to it's most recent information. This can be achieved by going straight to the state/city's website and checking for the most recent information pertaining to the particular subject of interest.

    (2) Spacing of text and content is visually appealing

    (3) Language type of the poster is accurate; English poster is written in English, and Spanish poster is written in Spanish

    (4) Text/body of content is not cut off or misspelled

    (5) Coloring of the poster is accurate and consistent

    *If you are unsure of what to look for, be sure to ask your lead for assistance.

   c. Hand the proofed poster back to your lead.

   d. Once process is done await for the next poster to be proofed.

 2.) Other Artwork

  1.1 Mailers/Solicitations

   a. Drafting Stage

    (1) Complete the procedure with instructions listed below:

     (a) Be sure to have the mailer/solicitation that needs proofing. *(As said previously the document(s) that need proofing can only be obtained by it physically being handed over by your lead.)*

     (b) Proof the mailer/solicitation by looking for the following:

      - Spelling errors
      - Spacing issues
      - Run-on words; checking to make sure words are not pushed down to sentences below or above

      *If you are unsure of what to look for, be sure to ask your lead for assistance.

     (c) Hand the proofed mailer back to your lead.

     (d) Once process is done await for the next mailer to be proofed.

     b.   Printing Stage (This process happens when various documents are done with the drafting stage and are on their way to be printed.)
- (1) Complete the procedure with the instructions listed below:
  - (a) Be sure to have the mailer/solicitation that needs proofing. *(As a reminder, the document(s) that need proofing can only be obtained by it physically being handed over by your lead.)*
  - (b) Proof the mailer/solicitation by looking for the following:
    - Spelling errors
    - Spacing issues
    - Address an info to sender is accurate on mailer/solicitation and in our system (LLPS or CORP)
    - Our personal company's address and info is accurate on mailer/solicitation and in our system (LLPS or CORP)
    - Accurate keycode on mailer/solicitation and in our system (LLPS or CORP)
    - Accurate barcode on mailer/solicitation and in our system (LLPS or CORP)
    - Notice date is accurate
    - Pricing is accurate on mailer/solicitation and in our system (LLPS or CORP)
      - (i) LLPS
        - Pricing for LLPS should reflect…
          - **$99.50** for each poster being ordered w/o discount
            - *Each additional poster costs $92.50*, be aware of this when the Existing mailers are calculating multiple poster amounts
          - **$89.50** for each poster being ordered w/discount
      - (ii) CORP
        - Pricing for CORP should reflect…
          - **$150** for a flat rate
    - Run-on words; checking to make sure words are not pushed down to sentences below or above

1.2 Envelopes
- a. Drafting Stage
  - (1) Complete the procedure by following instructions listed in **B.2.1.1.a** for Mailers/Solicitations; substitute mailers/solicitations for envelopes.
- b. Printing Stage
  - (1) Complete the procedure by following instructions listed in **B.2.1.1.b** for Mailers/Solicitations; substitute mailers/solicitations for envelopes.

*If you are unsure of how to complete any of these tasks, be sure to ask your lead for assistance.

C. Data & Documentation

1.) **Updating Desktop Programs**

1.1 Google Sheets
- a. Document Google Sheets by keeping the "State Changes…", mentioned in **3.A.3.1.2.e(2)** under the procedure of State Updates, sheet up-to-date.
- b. If there is any spare time in your day, after all necessary tasks are completed, this task mentioned directly above should be done. This will help the Call Center assist customers better once this task is done.

1.2 Asana
- a. Document Asana by responding to any feedback or by creating/finishing tasks assigned.
- b. You may also use Asana to organize and keep track of productivity.

2.) **Processing Orders**

1.1 (TBD by the operating Manager)

3.) **Verifying Addresses**

1.1 (TBD by the operating Manager)

4. DEFINITIONS

A. **Terms to Know:**

1.) State Change Sheet
   - term refers to the document used to track the updates/changes to any state/city changes that happen during the year

2.) Mailer/Solicitation
   - term(s) refer to the order form artwork that mails out to our customers; there are two companies that we send out to, LLPS and CORP

3.) Exisiting
   - term refers to the mailer/solicitation that goes to our customers who have ordered from us before

4.) Prospecting
   - term refers to the mailer/solicitation that goes to our customers who have never ordered from us

5.) LLPS
   - term describes our company that mails state/city labor law posters; Labor Law Poster Service (LLPS)

6.) CORP
   - term describes our company that mails corporate record annual renewals; Corporate Records Service (CORP)

7.) Asana
   - term(s) refer to the task management system used to keep track of tasks to-do/completed in the company; program can be found on desktop and is introduced

5. RESOURCES AND REFERENCES

A. **There are many resources to use so that you may be efficient in your role. Below are most but not all resources that are available to you to be efficient.**
   - Binders
   - Asana
   - Google G Suite
   - Binders - Graphic Design Area (State Posters, City Posters, Other Posters, etc.)
   - Printers
   - Your Lead and/or Operating Manager
   - Internet Browser

*Again, these resources listed aren't all that is available to you. If there are any resources you find to be helpful, but you are still able to do your job efficiently, by all means use those materials. Feel free to reach out to your lead if there are any questions/concerns about tasks or your role in general.