

MAKING YOUR SECRETARY EFFECTIVE

INTRODUCTION

I. CHARACTERISTICS OF AN EFFECTIVE SECRETARY

- A. Requirements of a quality secretary
- B. Bible principles for the secretary
- C. An ambassador for the “Boss”
- D. Reflection of the “Boss” and his ministry

II. HIRING YOUR SECRETARY

- A. Have her share her salvation experience.
- B. Is she under proper authority? *
- C. She should be interviewed or met by the “Boss’s” wife. *
- D. Is she committed to building a Christian home and strengthening her “Boss’s” home? *
- E. The secretary should consider her work part of the ministry
- F. Look for Christian character — skills will be developed

III. PROVIDE PROPER TOOLS

- A. Equipment
- B. Resource Materials (see reference list)
- C. Make provision for necessary repairs

IV. OFFICE

- A. The most efficient and productive use of office space
- B. Allow her to make the office attractive and presentable
- C. Appropriate music
- D. Protection

V. TRAINING YOUR SECRETARY

- A. Give proper instruction
 - 1. *Specific directions — big need*
 - 2. *Expect quality and professionalism*
 - 3. *Goals, deadlines, and reporting back*
- B. Share philosophies.
 - 1. *NLC Leadership Training*
 - 2. *Job description or manual*
 - 3. *Conferences and workshops — allow her to improve*
- C. Keep her busy
- D. Praise her

VI. EFFECTIVE COMMUNICATION BETWEEN “BOSS” AND SECRETARY

- A. Give her proper authority to carry out your directives
- B. Keep her informed

1. *Daily schedule*
2. *Calendar*
3. *Exits to and from office (Let secretary know when you are in or out)*
4. *New policies, changes, etc., that would affect her answering questions*
5. *Your specific office needs — quiet time, etc.*
6. *Admit your mistakes*

- C. Allow her to do those things for you that you do not need to do
- D. Be sensitive to the secretary's needs with wisdom and discretion

VII. DISCRETION

- A. Maintain a proper relationship
- B. Praise your wife (Boss); the wife of the "Boss" is #1 (Secretary)
- C. Protect Reputations
- D. Make sure the wife can phone directly without going through the secretary
- E. Make sure that you never ask your secretary to meet personal needs that should be taken care of by the wife.

VIII. THE "BOSS"

- A. Live by Scriptural principles
- B. Look for ways to be helpful and complimentary to your secretary
- C. Give leadership and direction
- D. The "Boss" will determine much of the quality of the secretary's performance and attitude

CONCLUSION