

CHAPTER 17 Managing Operations and Staffing

SOFTWARE ACTIVITY

Word Processing Application

OBJECTIVE: Write a job description.

Practice Situation

You are opening a new business that will require you to hire an office/credit manager. The employment agency that you are using has asked you to develop a job description for this position. Below is a list of tasks the office/credit manager would need to perform:

- prepare bank deposits
- list checks and cash with each bank deposit
- check sales tickets for accuracy
- check sales tickets for completeness of the information provided
- take deposits to the bank daily
- keep sales and expense record sheets
- post sales and expenses
- process credit applications
- send out collection notices to past due accounts
- check invoices of outside purchases to verify receipt, quantity received, and price
- obtain store manager's approval for all invoices
- maintain inventories
- complete all accounting and prepare periodic financial statements
- assist on sales floor and in other areas when needed

Write a concise job description based on the information above. Job tasks should be presented in a logical sequence. A suggested heading has been included to get you started (see below). If you wish to alter the heading, simply replace the one provided with your own.

JOB DESCRIPTION

Job Title: Office/Credit Manager

Supervisor: Store Manager



Word Processing Directions

1. Start your word processing software program.
2. Write the job description. Proofread and edit your work to make sure that it is correct and concise.
3. Save your work.
4. Print out a copy of your completed job description if your teacher has instructed you to do so.
5. Answer the following questions.

Interpreting Results

1. What other uses might entrepreneurs have for job descriptions after the hiring process?

2. Exchange your completed job description with a classmate. How does your version differ from your classmate's. Reread your own job description. How would you change it after reading your classmate's job description?

Drawing Conclusions

3. Why is it important to have a job description for each position in a firm?
