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## The Mission of TAUD Administrative Professionals Program

The TAUD Administrative Professionals (TAP) Program is designed to promote and educate those of you striving for administrative excellence. We believe the TAP program sets a higher standard for utility office personnel. The certification requirements for the program are a series of topics relevant to the skills necessary to become an Administrative Professional in the utility industry. The TAP program requires completion of 30 total hours of course work in the following areas: Office Management, Financial Administration, Legal and Personnel Issues, Personal Development and On-site System evaluation applicable to your specific utility. TAUD believes the completion of this program will allow you to perform at a higher and more skilled level thus creating a forum for administrative experts in our industry. It is our hope that utilities across the state will recognize those who have completed the TAP program as premier level Administrative Professionals.



### Work Experience:

All TAP applicants must demonstrate at least two (2) years of work experience in an administrative professional position, preferably with an utility district or a municipality.

### Application:

- Applicants must submit a copy of the TAP Application to TAUD along with a \$25.00 application fee.
- Applications must be post marked *no later than 60 days before* the applied examination date.
- Applications must be completed with documentation of course work and work experience. You may provide proof of attendance by submitting a copy of certificates and/or program agendas obtained from qualifying programs.
- Applicants must track their own course work achievements and document such upon application.
- The course work may be achieved in no particular time frame as long as the prescribed number of hours in each category is achieved.
- The attendance of any (3) TAUD Administrative Professionals Conference on or after the year 2009, shall count as twenty-five (25) hours of course work (excluding the on-site water system experience). The Administrative Professionals Conferences attended do not have to be in concurrent years.
- TAUD maintains final decision as to whether course work documented will be accepted as credit.

### Examination:

- Applicant must pass a written examination provided by TAUD. The exam shall consist of 100 multiple choice questions.
- Examinations shall be given at TAUD's Administrative Professionals Conference.
- A passing grade on the exam is a score of 70% or higher.
- Upon successful completion of course work, experience and examination, TAUD will recognize the TAP applicant at the Administrative Professionals Conference with a certificate and pinning ceremony.

### Examination Appeals:

- If an applicant feels that a grade is given in error, the applicant's examination will be re-graded.
- If an applicant feels that any provided exam question is incorrect, invalid or out-of-date, then the applicant may submit notice in writing to the TAP Review Committee for evaluation of the question.
- All decisions made by TAUD are final.

### Certification Maintenance and Renewal:

- TAP Certification recipients must complete 12 hours of continuing education units (CEUS) every three years after the original certification date or the date that the certification was last renewed.

## The TAP Program Criteria

Office Management	→	10 hours
Financial Administration	→	5 hours
Personal Development	→	5 hours
Legal and Personal Issues	→	5 hours
On-Site Systems Operations	→	5 hours

**TOTAL HOURS:** 30 hours



### *Course work*

<p><b>Office Management 10 hours</b></p> <ul style="list-style-type: none"> <li>- Telephone courtesy</li> <li>- Communication and presentation skills</li> <li>- Office machine operation and maintenance</li> <li>- Grammar</li> <li>- Letter writing</li> <li>- Office organization</li> <li>- Regulatory compliance</li> </ul>	<p><b>Legal and Personnel Issues 5 hours</b></p> <ul style="list-style-type: none"> <li>- Minutes, notices, agenda, ordinances, resolutions &amp; elections</li> <li>- Sunshine law</li> <li>- Exempt/non-exempt employees</li> <li>- Hiring and firing procedures</li> <li>- Maintaining personnel files</li> <li>- Employee evaluations</li> <li>- Sexual harassment</li> <li>- Payroll records (including tax related documents)</li> <li>- Employee handbooks</li> <li>- Basic civics</li> <li>- Americans with Disabilities Act (ADA), Equal Employment Opportunity Commission (EEOC), Fair Labor Standards Act (FLSA), Uniformed Services Employment and Re-employment Rights Act (USERRA), etc.</li> <li>- Insurance (including Cafeteria plans), Workers' Compensation, Health Insurance, System Insurance, Vehicle Insurance, etc.</li> <li>- Media relations</li> </ul>
<p><b>Financial Administration 5 hours</b></p> <ul style="list-style-type: none"> <li>- Audits</li> <li>- Debt service</li> <li>- Budgeting</li> <li>- Accounting</li> <li>- Funding sources</li> <li>- Internal controls</li> <li>- Fund accounting</li> <li>- Purchasing (bid specs, sealed bids, etc.)</li> <li>- Understanding financial statements</li> </ul>	<p><b>On-site Systems Operations* 5 hours</b></p> <ul style="list-style-type: none"> <li>- Basic science</li> <li>- Identifying common appurtenances</li> <li>- Distribution system operational overview</li> <li>- Treatment system operational overview</li> <li>- Source water protection</li> <li>- Sampling processes</li> <li>- Operational reporting</li> <li>- Emergency planning</li> <li>- System Security</li> </ul>
<p><b>Personal Development 5 hours</b></p> <ul style="list-style-type: none"> <li>- Board/Council/Employee relationships</li> <li>- Time management</li> <li>- Multi-tasking</li> <li>- Dressing for success</li> <li>- Maintaining mental and physical health</li> </ul>	
<p>* Must be verified by General Manager or his/her designee that applicant has completed this phase</p>	