

# Key Staff Backup Job Description

## Hiring Resource

### 1. What are all of the functions that she completes that no one in the office...

- a. Know that need to be done (the stuff that magically happens that no one realizes she does.)
- b. Knows how to do? (either familiarity with processes/procedures, or quite literally HOW.)
- c. Knows the schedule/calendar/due dates of activities?
- d. Has the information/tools to be able to do it? (passwords, logins, keys, contact lists, etc)
- e. Knows where to find the information that is needed to do what needs to be done? (Where files are stored, where instructions sheets are...)

### 2. What are the skills that are required that no one else has?

- a. Does she do the bookkeeping? Is the software easy for someone who doesn't know your business but is an accountant/bookkeeper by trade can come help in a pinch, or are things customized in a way that she needs to train, REGARDLESS of the person's skill when coming from outside your business?
- b. Does she maintain databases that no one else knows how to use or manipulate?
- c. What are the relationships that she has that no one else is connected to?
- d. Are there people she is in contact with as a representative of the business that no one else knows, or would know to contact? Know how to contact? That would be damaged or lost if she were gone?
- e. Does she help in the management of the team in a way that is unique?

### 3. Who/what are the back-up mechanisms?

- a. What are you, as owner, willing to commit to learning for being that backup?
- b. What fits best in a notebook, that could be kept in a secure place (particularly if logins and passwords are saved there)
- c. What fits best as training the other front desk people to do?
- d. What fits best to have a relationship with professionals in the area who can help in a pinch (ex: accountant that has access to bookkeepers)
- e. Is a job description written, in the case that you need to identify new support quickly – are you prepared for going out to get that support? Frequently owners think they could put a write-up together themselves... and yet owners don't necessarily see/understand many of the functions that people are completing.

4. How to create these back-up systems without causing your office manager to feel that her job is in jeopardy?

- e. Purpose is to be able to cover in case of absence
- f. Stronger organization
- g. Allowing her to become more valuable by delegating or sharing current workload