



Professional Images

The Monthly Newsletter of The Crow River Chapter...International Association of Administrative Professionals

Volume VIII, Issue 4

October, 2006

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Chartered, October, 1997

www.iaap-crowriver.org

November Chapter Meeting:
Topic: Leadership in the 21st Century
Speaker: Lisa Hogan, CPS
MN-ND-SD Division President

Crow River Chapter Member Challenge

Who will you bring as a guest to our November Chapter meeting? Don't know an administrative assistant? All IAAP members do not have administrative assistant as their job title. Read further in this newsletter for job titles and descriptions of IAAP members around the world.



October Marks 9 Years
Since The Crow River
Chapter...IAAP was
Chartered!!

**Please feel free to copy or route this newsletter to your
team of Administrative Professionals!**

2006-2007
Crow River Chapter
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President's Message

Pentaboard Notes:



Wow, what a weekend! Thank you so much for allowing me to be your delegate at the fall division conference. The networking and ideas shared were like they say in the commercials – “priceless”; not to mention the motivation for both personal and professional growth... and the food!

With that said, I strongly encourage you to consider attending the 2007 MN-ND-SD Division Annual Meeting, May 18-20, 2007, at the Doublewood Inn in Fargo, North Dakota. Speakers for this conference include Judy Siegle, author of Living Without Limits: Ten Keys to Unlocking the Champion in You. This conference, however, is held the same weekend as a major marathon so early registration is recommended. A block of 60 rooms has been reserved at the Doublewood Inn for approximately \$62 per night.

Jennifer DeJong of Bloomington has taken the liberty of getting quotes from several bus companies. At this point a fee for an estimate of 50 passengers would be approximately \$46.00. I will continue to pass this information to you as it becomes updated and available to me. So...get your bobby sox and poodle skirts out of storage. Red River Chapter is rockin'!

Saturday is Community Service Day at the Hutchinson Mall. It's not too late to join Maxine and myself. Let me know if you have an hour to share. If you're in the area and have time to stop in and say, “hi”; that would be great too!

Remember, November is our membership recruitment month and we have our own Lisa Hogan, Division President, to deliver the message Leadership in the 21st Century. Have you invited your guest yet? Please do. I look forward to seeing all of you on Tuesday, November 7th. And the beat goes on. . .

Karen Ostlund, Crow River Chapter President

STAND UP and be RECOGNIZED!!

Have you attended a seminar or class that helped you with your professional skills? Did you read a book that made a difference in your life? Would you be willing to share that?

It's Show and Tell time!!! Members are encouraged to present (5 minutes or less) on a book, class, or seminar that was inspirational or a learning experience for them. This is a win-win situation for all of us. We get to hear of something that will benefit our lives and “you” get a chance to “present” to a group.

After all, this is a learning organization. We want to promote and enhance our professional and administrative skills. Sometimes that means stepping out of our comfort zones and what better group to do it with – we're all learning and growing! Trying to achieve goals.

Your presentation will also be eligible for the Recognition Drawing at the end of the year. If you would like to present, please let Karen Ostlund know so that she can include you in the membership meeting agenda.

Who Are IAAP Members... **And, What Do Their Job** **Descriptions Include?**

Executive Assistants – Performs administrative duties for executive management. Responsibilities may include screening calls, making travel and meeting arrangements, preparing reports and financial data, training and supervising other support staff, and customer relations. Requires strong computer and internet research skills. Also calls for flexibility, excellent interpersonal skills, project coordination experience, and the ability to work well with all levels of internal management and staff, as well as outside clients and vendors.

Senior Executive Assistants – Duties include those described for the executive assistant but require stronger work experience within each function. Supports the most senior executive, particularly in large corporations. May supervise other administrative staff. Possesses advanced computer skills along with the ability to train others on system usage. A premium paid for specific industry or market experience.

Senior Administrative Assistants - Duties include those described for administrative assistant but require stronger work experience within each function. Supports senior level managers and may supervise other support staff. A premium is paid for specific industry or market experience. Advanced computer skills with the ability to train others in system usage is preferred.

Administrative Assistants – Performs administrative and office support activities for multiple supervisors. Duties may include fielding telephone calls, receiving and directing visitors, word processing, filing, and faxing. Extensive software skills are required, as well as Internet research abilities and strong communication skills. Staff in this category also may have the title of department assistant, coordinator, or associate.

Entry-Level Administrative Assistant – Performs a variety of Internet research functions and uses word processing, spreadsheets and presentation software. Duties also include fielding telephone calls, filing and data entry. May assist with overflow work from administrative and executive assistants, and fill in for the office receptionist as needed.

Office/Facilities Managers – Coordinates various office support services, including purchasing and

facilities management. Requires strong communication skills and some accounting knowledge. May include supervision of office administrative staff.

Human Resources Assistants – Responsibilities may include screening telephone calls, scheduling interviews, researching the internet to locate potential job candidates, scanning resumes, and assisting with planning new employee coordination meeting, compiling materials and maintaining employee database records. Strong computer skills required, as well as sensitivity to confidential matters.

Marketing Assistants – Duties include those described for administrative assistant, but this position typically supports a marketing department exclusively. May assist both fulltime employees and consulting or freelance staff. Additional duties include assisting with trade show and event planning, creating or updating presentation software files, tracking budgets and expenses, and communicating with external creative service providers.

Sales Assistants - Duties include those described for administrative assistance, but this position supports a sales department exclusively. May assist regional sales staff based in remote locations (i.e., not in the central office). Additional responsibilities may include processing expense reports, coordinating the submission of proposals, planning meetings, tracking sales progress, troubleshooting minor technical problems, maintaining department database records, and serving as a liaison between traveling sales representatives and staff based in the home office. Strong computer and organization skills are required.

Project Coordinators – Works with internal and external parties to organize the various components needed to initiate, run and conclude major projects. Duties include coordinating schedules and activities, placing orders for supplies and services, and tracking progress and results. Requires excellent communication skills and extensive knowledge of database and project management software. Often reports to product development, project management or marketing executives. The position is especially prevalent in construction, transportation and technology industries. A premium is paid for the industry experience.

Presentation/Graphics Specialists – Duties include using presentation software programs (such

as Microsoft PowerPoint) to create presentations for meetings and events. Also may edit material and provide basic instruction to presenters on how to use a particular program.

Logistics Coordinators – Responsible for the logistical processing of customer orders, includes coordination with vendors, sales staff, customer service representatives, billing representatives, warehouse and shippers. Arranges shipment of requested items, goods or merchandise. Some background experience in purchasing, inventory control, transportation and warehousing functions is needed. Computer proficiency also is required.

Switchboard/Receptionist

Front Desk Coordinators – Manages the company's lobby area. Greets and directs all visitors, including vendors, clients, job candidates and customers. Ensures completion of paperwork, sign-in and security procedures. Handles special administrative projects, as well as overflow work from department and executive assistants. Depending on the size of the firm, also may answer incoming calls.

Receptionists – Greets visitors, handles incoming calls and performs general administrative duties. Also may assist other administrative staff with overflow work, including word processing, data entry and internet research tasks.

Switchboard Operators – Places, receives and routes a high volume of calls through an electric switchboard. Supplies information to callers, relays messages and announces visitors.

Office Services

Office Assistants – Performs basic clerical tasks. Operates basic office equipment. Sorts and routes incoming materials. May require computer and data entry skills.

Mail Assistants – Sorts and distributes incoming and outgoing mail. Operates manual and electrical mailing equipment. Position usually found in larger companies.

File Clerks – Performs basic clerical tasks, such as systematically arranging letters, memoranda, invoices and other indexed documents according to an established system. Operates office equipment and completes general office work. Sorts and distributes mail. Required proficiency in basic word processing, spreadsheet and database programs.

Additional duties may include answering telephones and some data entry.

Imaging Specialists – Sorts and prepares documents for imaging correctly and accurately indexes images. Must have knowledge of document imaging/scanning hardware and software, and experience creating electronic copies of documents. Strong computer skills, including experience with Microsoft Office and document creation software such as Adobe Acrobat, are required.

Data Entry

Senior Data Entry Specialists – Prioritizes and batches material for data entry. Completes information analysis for procedures and reports. Requires knowledge of technical material and the ability to train and supervise others. Capable of high volume data entry.

Data Entry Specialists – Inputs information from a variety of sources into a computer database. May take customer orders and enter them into a pre-established tracking system.

Customer Service

Customer Service Managers – Hires, trains and manages member of the customer service department. Resolves difficult issues regarding client complaints and other matters. Works closely with managers in other departments, such as sales, on updating policies and procedures for client services.

Senior Customer Service Representatives – Duties include those described for customer service representative but require stronger work experience for each function. Additional duties may include proactive communication with customers and client via telephone, e-mail, or regular mail; managing database records; drafting status reports on customer service issues; and supervising staff.

Customer Service Representatives – Duties include receiving and placing telephone calls. Maintains solid customer relationships by handling their questions and concerns with speed and professionalism. Performs data entry and uses software programs. Also may require research skills to trouble shoot customer problems. Excellent communication abilities are essential.

~ taken from IAAP Headquarters Website

October Meeting Notes

Police Chief Dan Hatten presented some excellent information at our October Chapter meeting. Below is part of his handouts...worth repeating!!!

Protect yourself from becoming a victim of mail theft:

- Retrieve your mail as soon as possible after delivery to the mail receptacle. Do not leave mail in your mailbox overnight.
- Use collection boxes or letter slots at the post office to mail letters instead of leaving them in your residential box. The red flag up could alert would-be crooks.
- If allowed by your employer, take your outgoing mail to work and place with their outgoing mail.
- If your mail receptacle has a locking device, make sure it works. The landlord should maintain apartment house boxes.
- Contact your local post office to hold your mail when you are out of town.
- Report any suspicious activity related to mail delivery in your neighborhood. Remember, only the Postal Service is authorized to deposit items in your mailbox.
- Be conscious of normal receipt of monthly financial statements. Contact the sender if they are not received in the mail.
- If you have applied for a new credit card or have recently ordered personal checks, which haven't arrived in a timely manner, call the bank or credit card company involved.
- Report all lost or stolen credit cards or checks immediately.
- If you become aware of any mail theft or fraudulent activity on your accounts, immediately contact your local police department and the US Postal Inspection Service at 651-293-3200.

Additional information is available at www.usps.com/postalinspectors

10 Tips to Prevent Identity Theft

1. **Guard that Social Security number.** The most important step is to guard your social security number. It is the key to your credit report and banking accounts and is the prime target of criminals. Do not print your social security number on your checks.
2. **Monitor your credit report.** Credit reports can alert you to activity in your financial

records. Monitoring services such as Privacy Guard, will notify you whenever someone applies for credit in your name or checks your credit history.

3. **Buy a shredder and use it.** Identity thieves may use your garbage to obtain personal information. Shred all old bank and credit statements, as well as "junk mail" credit-card offers, before trashing them. Use a crosscut shredder.
4. **Remove your name from marketing lists.** The three credit-reporting bureaus – Equifax, Experian and TransUnion – all maintain marketing lists that may contain your information. Contact the agencies to remove your name from the lists. You also should add your name to the name-deletion lists of the Direct Marketing Association's Mail preference Service and Telephone Preference Service used by banks and other marketers. Removing your name from these lists reduces the number of pre-approved credit offers you receive.
5. **Watch what you carry in your wallet.** Do not keep your Social Security card in your wallet or carry extra credit cards or other important identity documents except when needed. These documents can give thieves ready access to your accounts.
6. **Keep duplicate records.** Place the contents of your wallet on a photocopy machine. Copy both sides of your license and credit cards so you have all the account numbers, expiration dates and phone numbers if your wallet or purse is stolen.
7. **Mail payments from a safe location.** Do not mail bill payments and checks from home. They can be stolen from your mailbox and washed clean in chemicals. Take them to the post office.
8. **Monitor your Social Security activity.** Order your Social Security Earnings and Benefits statement once a year to check for fraud.
9. **Monitor your credit-card activity.** Carefully examine your credit-card statements for fraudulent charges before paying them. If you don't need or use department store or bank-issued credit cards, close the accounts.
10. **Know who you are talking to.** Never give your credit card number or personal information over the phone unless you have initiated the call and trust the business.

**MN-ND-SD DIVISION
FALL PROFESSIONAL CONFERENCE
OCTOBER 13 – 15, 2006
BRAINERD, MN**

DELEGATE'S REPORT

Crow River Chapter members attending this conference consisted of Shirley Viesselman, President-Elect, Nancy Kaping, Vice President, Nita Nurmi, CPS/CAP, Division President-Elect and myself. On Friday afternoon Lisa Hogan, CPS, President of the MN-ND-SD Division, welcomed participants to the conference and introduced Kate Larsen of Winning Lifestyles, Inc. Kate's first session was "I Choose To . . . How to Live with Joy, Energy & Impact".

Although a bonfire was scheduled for the evening, the weather was cold and blustery and this was postponed until Saturday.

The business meeting was called to order Saturday morning. Report of registration showed 58 members and three guests. Minutes from the 4th Annual Meeting on May 19-20, 2006 were corrected and will be emailed as such. Minutes from the Spring Professional Development Conference on May 20, 2006 were approved as submitted. Board reports were given. Valerie King, CPS/CAP, presented the 2005-06 Performance Recognition Awards. Char Wilkinson, CPS, reported that our booklets contain the updated bylaws and that we should ensure that these are also made available to our members. She advised us that the amendment made to reduce the minimum balance in the Professional Development Fund from \$1000 to \$100 was withdrawn. It was also mentioned that in the Chapter Bylaws, the first duty under Duties of the President should read "Be the presiding officer of all Chapter meetings and all meetings of the Board of Directors." Committee reports as well as chapter president reports were given.

After the Certification Recognition luncheon, Rosealee Lee, CAE, of Dakota County Technical College presented our first

workshop, "Finding the Value Equation for Your Next Meeting."

Kate Larsen came back for the second workshop – *Get Active & Stay Active: 12 Steps to Successfully Making Exercise a Part of Your Life*.

After dinner we were entertained with a skit, "Who Killed My Chapter?". This was taped and hopefully, will be available for chapters to view. If you haven't had a good laugh in quite a while, you'll want to see this!

Kate Larsen's presentation on Sunday was *Your Journey Matters: Share & Care for Yourself & Others*. All of her presentations were, in my opinion, outstanding and extremely motivating. A breast cancer survivor – she is honest – about what she went through, and the life that she continues to promote. One of her mottos was "I will take great care of myself. Others can "deal with it". She recommended website www.realage.com and the book The Five Love Languages by Gary Chapman. This book highlights the basic human need, the need of love.

We wrapped up the business session with the:

- 2007 Division Annual Meeting, May 18-20, 2007, Fargo, ND – Hosted by Red River Chapter
- 2008 Division Annual Meeting – Minneapolis Marriott West in St. Louis Park, Hosted by Twin Cities West Chapter
- 2009 Division Annual Meeting – Call for Bid
- 2009 International Convention Update
Nita Nurmi, CPS/CAP, and Valerie King, CPS/CAP are Co-coordinators

Of special note – volunteer 12 hours and get half of your registration covered!!!

On behalf of the Crow River Chapter, thank you notes were sent to Madden's, Neil Crocker, VP of Marketing at Data Card Group for securing our key speaker, and Kate Larsen.

Karen Ostlund, President

IAAP Member Anniversaries

In October, we have 10 IAAP membership anniversaries!!!



Linda Butzin – 1 year
Linda Eggersgluess – 4 years
Maxine Kenning – 9 years
Lottie Kottke – 4 years
Linell Loncorich – 9 years
Betty Nielsen – 9 years
Karen Ostlund – 9 years
Dorothy Ryan-Anderson – 9 years
Kim Stork – 1 year
Shirley Viesselman – 9 years

Congratulations To Each of These Ladies!!

October Meeting Guests

Becky Saar, Hutchinson Technology Incorporated

We also had 8 students from Ridgewater College join us at our September meeting:

| | |
|---------------------|------------------------|
| <i>Kris Beltz</i> | <i>Jackie Fuchs</i> |
| <i>Eric Hix</i> | <i>Emily Menning</i> |
| <i>Jody Miller</i> | <i>Jennifer Prieve</i> |
| <i>Kathy Trimbo</i> | <i>Heather Tyo</i> |

**Thank you for joining us.
We would love to have you as a Crow River
Chapter member.**

October Door Prize

Each month we have a door prize that you can pay \$1.00 to throw your name in for a chance to win. This month Marilyn Schreiner shared some of her homemade salsa for the door prize.

The lucky winner was Kim Stork!!!

Membership Committee

November is our membership drive. Please bring a guest or even two to our November meeting. We have a great program lined up and there will be good food and lots of networking. We hope to increase our membership. We can always use a few more! Let's all do our best in this effort.

~Betty & Maxine, Membership Committee

You Are Awesome! October Winner

*Our “Awesome” member and
winner of \$10 in Hutch Bucks is
Cathy Ziemann.
Her winning slip was for working
at the Taste of Hutchinson.*

The second monthly drawing was huge with 51 slips in the “fish bowl”.

Here is a list of all the names that were entered:

Attended Sept Mtg

Phyllis Cripps
Patrice Davis
Nancy Kaping
Lottie Kottke
Linell Loncorich
Nita Nurmi CPS/CAP
Karen Ostlund
Peggy Reding
Marilyn Schreiner
Kim Stork
Shirley Viesselman
Cathy Ziemann

Donate Pie Ingredients

Patrice Davis
Linda Eggersgluess
Nancy Kaping
Maxine Kenning
Lottie Kottke
Sharon Krueger
Linell Loncorich
Betty Nielsen
Nita Nurmi CPS/CAP
Karen Ostlund
Peggy Reding
Dorothy Ryan
Marilyn Schreiner
Kim Stork
Shirley Viesselman
Cathy Ziemann

Door Prize Donation

Karen Ostlund
Marilyn Schreiner
Shirley Viesselman

Worked at Booth

Patrice Davis
Nancy Kaping
Maxine Kenning
Sharon Krueger
Linell Loncorich
Betty Nielsen
Nita Nurmi CPS/CAP
Karen Ostlund
Kim Stork
Cathy Ziemann

Made Pies

Patrice Davis
Nancy Kaping
Maxine Kenning
Lottie Kottke
Betty Nielsen
Nita Nurmi CPS/CAP
Karen Ostlund
Peggy Reding
Kim Stork
Cathy Ziemann

*We are all winners and awesome
for participating in this
organization!*

November Birthdays



*Lottie Kottke
November 27th*

*Phyllis Cripps
November 30th*

Happy Birthday To Each Of You!

Member News

Congratulations to **Cathy Ziemann** on her new position at Hutchinson Technology Incorporated. Cathy will be working in the BioMeasurement area as a Customer Service Specialist. Good Luck Cathy as you take on this new role.

We want to remember **Sharon Krueger** and her husband Kevin in our thoughts and prayers. Kevin is down at the University of Minnesota going through a stem cell transplant. You can check on Kevin's progress at <http://caringbridge.com> click on visit and in site name put in KevinGrack. No space.

Ridgewater Students

IAAP has a lot to offer you through your membership in the student chapter and after you complete your education. You have the option to transfer your membership to any other IAAP chapter worldwide.

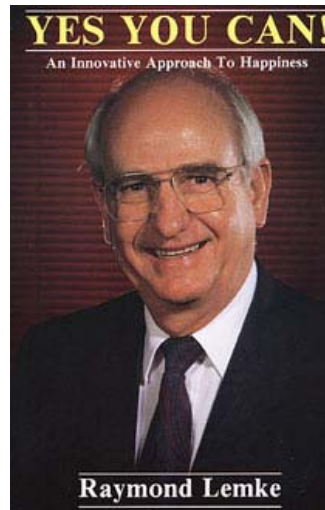
As a Crow River Chapter member, you would not only receive information from International, you would receive information from the MN-ND-SD Division, as well as our chapter information. The benefits available to you are unbelievable. You have the opportunity to network with others in your field, that can help you in finding a job... and having the IAAP membership listed on your resume can put you ahead of others.

Keep this in mind as you complete your education at Ridgewater. Be sure that your IAAP membership address is transferred to your current address, so you receive the renewal information.

Happy Halloween

Seminar Speaker Chosen

At our October chapter meeting it was voted to hire Raymond Lemke as the speaker for our 9th annual spring seminar on Thursday, April 26th.



YES YOU CAN!

Raymond Lemke is a noted speaker on Personal Happiness and High Productivity. He believes that life is not complicated - we only like to think it is so that we can justify our decisions and actions.

He believes that each of us can have an immediate impact on our personal and professional lives by becoming more conscious of our own

thoughts and environment.

He has written this book to show how easy it is to make the changes in YOUR life that YOU desire by utilizing YOUR natural abilities.

Upcoming Events

October 21.....Community Day/Hutchinson Mall
November 3-4.....CAP & CPS Examinations
November 7.....Crow River Chapter Meeting
November 14.....Chapter Board Meeting
November 15.....Deadline for Newsletter Articles
November 20.....Professional Images Emailed
December 5.....Crow River Chapter Meeting
December 12.....Chapter Board Meeting
January 2.....Crow River Chapter Meeting
April 26.....9th Annual Crow River Spring Seminar
May 18-20....MN-ND-SD Division Annual Meeting

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