

DECEMBER 5 - 7, 2012

8 Tennessee Administrative Professionals (TAP) Credits

The Administrative Professionals conference is an opportunity for utility office personnel to learn about valuable skills that benefit today's workplace. Utility administrators work extensively with people including, co-workers, customers and commissioners. Therefore, this conference aims to address topics from customer service to human resources. This conference is also host to the TAUD Administrative Professionals (TAP) program, which is a certification program for exceptional administrative personnel who have completed thirty (30) hours in these categories: Office Management, Financial Administration, Personal Development, Legal & Personnel Issues and On-Site Systems Operations. Conference held at the Radisson Hotel at Opryland. To get your application to the TAP program, contact Beth Hardiman (615) 896-9022 or by email at bethhardiman@taud.org.

Member fee \$205 <i>Register by 11/15/12</i>	Non-member fee \$390 <i>Register by 11/15/12</i>
\$230 <i>Register after 11/15/12</i>	\$415 <i>Register after 11/15/12</i>



Hotel Information

Hotel reservation cut-off:

November 9, 2012

Radisson at Opryland Hotel

2401 Music Valley Drive

Nashville, TN 37214

(615) 889-0800

www.radisson.com/nashville-hotel-tn-37214/tnnashop

Room rate: \$99.00 S/D

Wednesday, December 5th

2:00 pm– 4:00 pm Conference Registration

Thursday, December 6th

8:00 am Registration and Breakfast
 9:00 am - 12:00 pm Sessions
 12:00 pm LUNCH
 1:00 - 4:00 pm Sessions

Friday, December 7th

7:30 am Breakfast
 8:30 am - 11:30 am Sessions

Planned Topics:

Topics are subject to change, see "Speakers/Topics" page 3

Customer complaints

Segregation of Duties

Financial Alternatives

Understanding Human Resource Acts:

ADA, EEOC, FSLA, FMLA.



The Mission of TAUD Administrative Professionals Program

The TAUD Administrative Professionals (TAP) Program is designed to promote and educate those 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.



REGISTRATION FORM

Please make copies of this form for more than 4 registrants

please print

ADMINISTRATIVE PROFESSIONALS

Administrative Professionals Conference
December 5 - 7, 2012
Radisson Hotel at Opryland
You may also register on-line at www.taud.org

Registrant 1: _____

Registrant 2: _____

Registrant 3: _____

Registrant 4: _____

Utility/Company: _____

Address: _____

City: _____ State: _____ Zip: _____

Utility Phone: (_____) - _____ - _____

E-mail: _____

Registration Fees:

By November 16, 2012

		Number of Registrants	Enter Fee
TAUD Member	\$205	X_____	\$_____
TAUD Non-Member	\$390	X_____	\$_____
One day only	\$100	X_____	\$_____

After November 16, 2012

		Number of Registrants	Enter Fee
TAUD Member	\$230	X_____	\$_____
TAUD Non-Member	\$415	X_____	\$_____
One day only	\$200	X_____	\$_____

Total Registration Fees: _____

If you prefer, you can use your Master Card, American Express, Discover or Visa.

Credit Card Number: _____ Exp. Date: _____ Amount: _____

Card Holder Name: _____ Signature: _____

Billing Address: _____ Zip: _____

Send your payment information or check, made payable to TAUD to:

TAUD
P.O. Box 8041
Murfreesboro, Tennessee 37133-8041
Fax: (615) 898-8283 Questions? (615) 896-9022