

About the Conference

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 others during their day-to-day duties, including co-workers, customers, and commissioners. This conference aims to address topics ranging from customer service to human resources and to learn from each other through networking.

This conference is also host to the TAUD Administrative Professionals (TAP) program. The TAP program is a certification program for exceptional administrative personnel who have completed thirty (30) hours in the following categories: Office Management, Financial Administration, Personal Development, Legal & Personnel Issues, and On-Site Systems Operations.

For more information or to register for this conference, visit: taud.org/Conferences/OfficeConference.aspx

Hotel Information

Airport Embassy Suites

10 Century Blvd.
Nashville, TN 37214
(615) 871-0033

Room Rate: \$145 S/D

Reservation Deadline: November 14

We strongly encourage attendees to make reservations as early as possible. Room availability at the host hotel cannot be guaranteed after TAUD's room block cut-off date has passed.

Questions? Contact us:

(615) 896-9022 | taud@taud.org



Tennessee Association
of Utility Districts

Vital for Tennessee's future

P.O. Box 2529
Murfreesboro, TN 37133



2018 Administrative Professionals Conference

DECEMBER 5-7 • NASHVILLE

2018 Administrative Professionals Conference

DECEMBER 5-7, 2018

Airport Embassy Suites | 10 Century Blvd. | Nashville, TN 37214

Utility/Company: _____

Registrant 1: _____

Registrant 2: _____

Registrant 3: _____

Registrant 4: _____

Business Address: _____

City: _____ State: _____ Zip: _____

Business E-mail: _____

Business Phone: (____) _____

REGISTRATION FEES

	before Nov. 23:	after Nov. 23:
TAUD Member	\$230	\$255
Non-Member	\$415	\$440
One Day Only	\$125	\$225

Please make checks payable to TAUD.

If preferred, you may use a Master Card, Visa, American Express, or Discover card.

Only provide credit card information on forms that are to be **direct mailed or faxed**.

We **cannot** accept credit card information via e-mail, including attachments.

Card Number: _____ Expires: _____ Amount: _____

Card Holder Name: _____ Signature: _____

Billing Address: _____ State: _____ Zip: _____

City: _____

E-mail (for receipt): _____

Submit completed form to:

TAUD

P.O. Box 2529

Murfreesboro, TN 37133

Fax: (615) 898-8283

TAUD Refund Policy: All cancellations must be received in writing. A full refund will be issued (less a \$50 processing fee) if cancellation is received at least 15 working days prior to the conference. Cancellations received between 5 & 14 business days prior to the conference are eligible to receive a half refund. No refunds will be issued if cancellation notice is received less than 5 business days prior to the conference. Substitutes are always welcome.



Sessions Schedule

Nine (9) hours of TAP, Municipal Official, & Commissioner Training.
Session schedule/speakers/topics subject to change.

WEDNESDAY, DECEMBER 5

- 10AM-1PM TAP EXAM CRAM SESSION
- 1-3PM TAP Exam (Pre-Conference Application Required)
- 3-5PM CONFERENCE REGISTRATION

THURSDAY, DECEMBER 6

- 8:30AM **Snares, Snags, & How to Succeed**
[Sharon Seibert, Murfreesboro Water Department]
- 9:45AM **Customer Service, Let's Talk About It - Sharing Perspectives**
[Utility Administrative Panel: Sheila Brumley, First UD of Knox County; Melinda Willoughby, DeKalb Utility District; Regina Carr, West Wilson Utility District; Allyson Townsend, Gibson County Utility District]
- 11:00AM **Communicating With Customers**
[John Dunn, TN Comptroller's Office]
- 12:00PM LUNCH
- 1:00PM **TOSHA - Who Are They & What Do They Do?**
[Steve Hawkins, TN Occupational Safety & Health Administration]
- 2:00PM **Improving Your Worker's Compensation Culture**
[Jeff Francis, TN Dept. of Labor & Workforce Development]
- 3:00PM **Unemployment Compensation - A Primer**
[Don Scholes, TAUD]

FRIDAY, DECEMBER 7

- 8:30AM **2018 Legislative Update - Changes, Do They Affect You?**
[Don Scholes, TAUD; John Greer, TN Comptroller's Office]
- 9:30AM **The Process of Laws & How They Become Just That**
[Don Scholes, TAUD; John Greer, TN Comptroller's Office]
- 10:30AM **Q & A With TAUD's General Counsel & Comptroller's Office**
You Ask the Questions, Any Subject
[Don Scholes, TAUD; John Greer, TN Comptroller's Office]
- 11:30AM CLOSING REMARKS

To register, complete the enclosed form & submit via mail or fax. You may also register online at: taud.org/Conferences/OfficeConference.aspx