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 also hosts 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.

In 2018, TAUD’s Women in Water (WIW) initiative was created to promote women working in our industry. There are several WIW members leading sessions at this year’s conference, as well as a hospitality hour sponsored by Janet Smith of Bailey Special Risk immediately following Thursday’s sessions.

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

Hotel Information

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

ROOM RATE: $149 S/D
RESERVATION DEADLINE: November 15
ONLINE RESERVATIONS: Group Code AUD

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.
2019 Administrative Professionals Conference

DECEMBER 4-6, 2019
Airport Embassy Suites | 10 Century Blvd. | Nashville, TN 37214

Registrant 1: ________________________________________________________________
Registrant 2: ________________________________________________________________
Registrant 3: ________________________________________________________________
Registrant 4: ________________________________________________________________

Business Address: ____________________________________________________________
City: __________ State: ________ Zip: ________

Business E-mail: ____________________________________________________________
Business Phone: (_______) _______ - ______________

REGISTRATION FEES
TAUD Member $230 $255
Non-Member $415 $440
One Day Only $125 $225

Please make checks payable to TAUD. 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.

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

Sessions Schedule

Nine (9) hours of TAP and six (6) hours of Municipal Official & Commissioner Training credit. Session schedule/speakers/topics subject to change.

WEDNESDAY, DECEMBER 4
10AM-1PM TAP EXAM CRAM SESSION
1-3PM TAP Exam (Pre-Conference Application Required)
3-5PM CONFERENCE REGISTRATION

THURSDAY, DECEMBER 5
8:30AM OPENING COMMENTS
8:45AM Creating a Security Culture at Work
[Shay Trembley, South Blount Utility District]
9:45AM Cyber Security & Windows 7 End of Life 1/14/2020
[Adam Bell, Sublime Computer Services]
10:45AM Obligations When You Accept Credit Card Payments
[Don Scholes, TAUD]
12:00PM LUNCH
1:00PM Self Defense; Anytime, Anywhere
[Leon Shields, Lenoir City Utilities Board]
3:15PM Cyber Coverage; Why You Need It
[Janet Smith, Bailey Special Risk]
4:15PM HOSPITALITY HOUR
Sponsored by Janet Smith, Bailey Special Risk

FRIDAY, DECEMBER 6
8:30AM Public Records & Open Meeting Laws
[Lee Pope & Rachel Buckley, 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