



CAO Team Administrative Support Unit

Alycia Speas – Administrative Support Manager

May 28, 2024
Alycia Speas



City of Philadelphia,
Department of Aviation



PHL PNE

PHILADELPHIA INTERNATIONAL AIRPORT
NORTHEAST PHILADELPHIA AIRPORT

THE
OSCAR[®]S



AND THE AWARD FOR
BEST PERFORMANCE
GOES TO.....

THE
ADMINISTRATIVE
SUPPORT UNIT

THE ADMINISTRATIVE SUPPORT UNIT IS RESPONSIBLE FOR OFFICE MANAGEMENT WITHIN THE DEPARTMENT OF AVIATION.

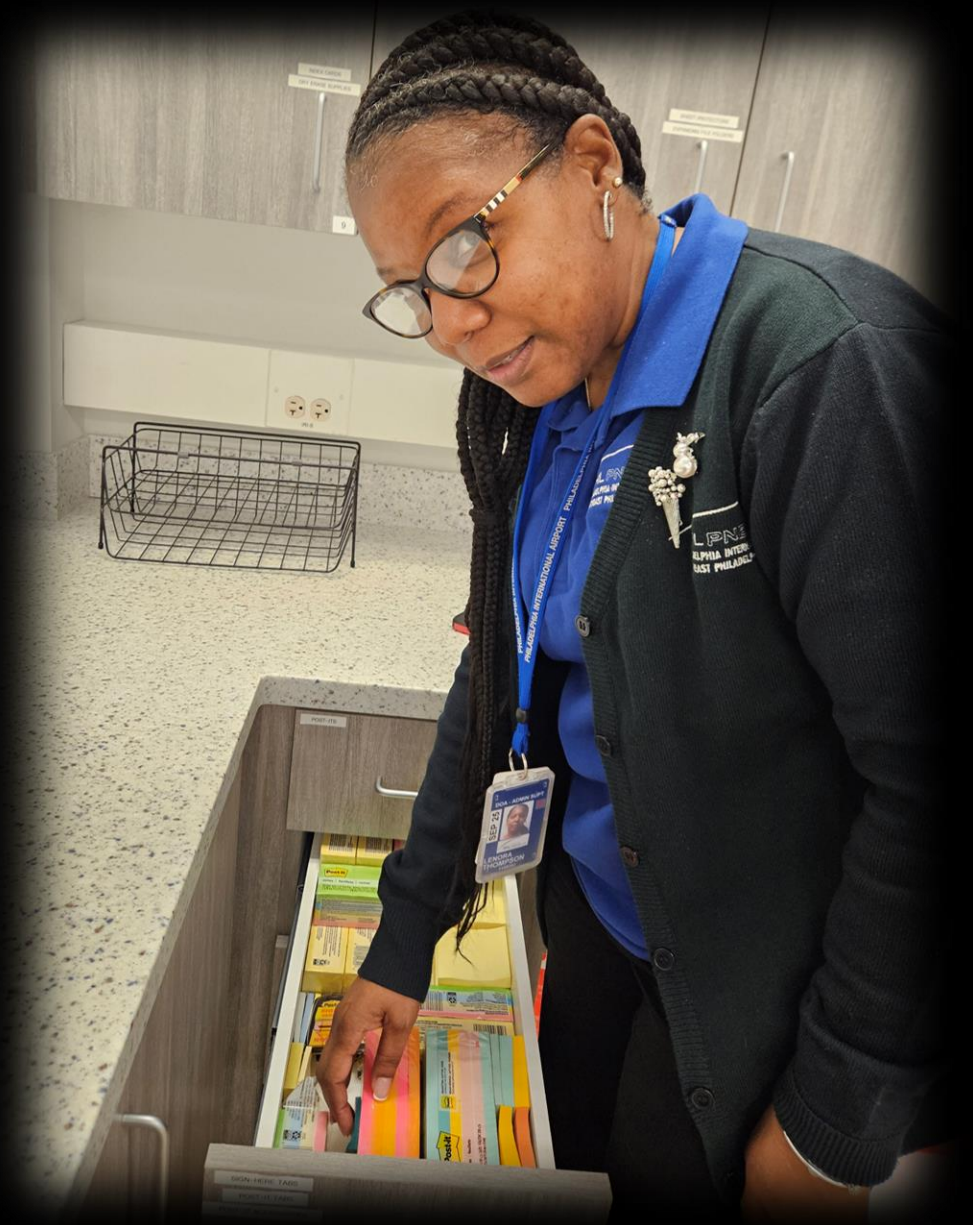
WE PERFORM A VARIETY OF SUPPORTIVE ACTIVITIES TO MAINTAIN A HIGH-PERFORMING WORKPLACE FOR THE HUMAN RESOURCES, ADMINISTRATIVE AND EXECUTIVE OFFICES.

SWEEPING IN ALL
CATEGORIES



CONFERENCE ROOMS

- ★ Supporting co-workers with making reservations and troubleshooting conflicts.
- ★ Scheduling the Tour Room for DOA and the airport's tenants.
- ★ Preparing rooms for meetings and events.



INVENTORY

- ★ Distributing general office, pantry, copier and mail supplies.
- ★ Counting and ordering supplies routinely.
- ★ Ensuring that co-workers have what they need to continue working as soon as possible.



RECEPTION

- ★ Greeting and directing guests; answering the phone.
- ★ Keeping an up-to-date directory with current staff and their locations.
- ★ Monitoring access to the workspaces.
- ★ Completing administrative requests.



MAINTENANCE

- ★ Conducting a full maintenance check of the IP2 and D/E offices routinely including --
 - ★ Stocking the copy rooms and pantries with supplies.
 - ★ Resetting the conference rooms and lobbies.
 - ★ Placing maintenance work orders.
- ★ Coordinating service for Xerox copiers and other office equipment.



MAIL

- ★ Transferring mail to, from and throughout the Department of Aviation.
- ★ Assisting co-workers with preparing and shipping mail parcels.
- ★ Distributing information by handing out flyers, posting on bulletin boards, the Employee Update website and breakroom monitors; sending Employee Update emails and Everbridge messages.

TASK	DESCRIPTION
Badge Expiration Reminder Letters	Notify employees and contractors of badge renewal procedures a month before expiration.
Conference Room Schedule	Migrate all reservations for the day onto one calendar to have at the front desk.
Copier Meter Readings	Send Xerox the number of printouts for all 31 copiers monthly.
Front Desk Documents	Refill both desks with most frequently used documents.
Maintenance Service Calls	Coordinate service for office equipment and building maintenance as requested.
Special Requests	Perform additional tasks requested by other departments.

INVENTORY MANAGER

ALWAYS-ON RESPONSIBILITIES

Date ...	Item Description	Quantity ...	Requestor	Status	Vendor	Created By	Modified ...
5/20/2024	Dell2150, Cyan	1		Ordered	Warehouse	Lenora Thompson	Lenora Thompson
5/16/2024	Binder Dividers, A - Z	8	Jeannine Gatewood	Ordered	Warehouse	Lenora Thompson	Lenora Thompson
5/16/2024	File pocket,expanding,letter	1		Ordered	Warehouse	Lenora Thompson	Lenora Thompson
5/16/2024	Whiteout,tape	5	Tameka Felder	Ordered	Warehouse	Lenora Thompson	Lenora Thompson
5/16/2024	Cups	10		Delivered	Warehouse	Lenora Thompson	Lenora Thompson
5/16/2024	Classification Folders, Legal, 2 divider	1	Kimberly White	Ordered	Warehouse	Leslie Ebiene	Lenora Thompson
5/16/2024	B8065 3AG Altalink, Mono Xerographic Module	2		Ordered	Xerox	Lenora Thompson	Lenora Thompson
5/16/2024	C60/C70 C9065 E2B, DQP color, Toner, MEGENTA	3		Ordered	Xerox	Lenora Thompson	Lenora Thompson
5/16/2024	Binder small	5		Delivered	Warehouse	Lenora Thompson	Lenora Thompson
5/16/2024	Gloves, medium	1		Delivered	Warehouse	Lenora Thompson	Lenora Thompson
























INCOMING MAIL MANAGER

ALWAYS-ON RESPONSIBILITIES

Date/...	Courier S...	Description	To	From	Current L...	Created By	Modified ...
5/10/2024 2:28 PM	Hand Delivery	Box	Elizabeth Mendoz	Shipping Department	4th floor front desk	Leslie Etienne	Leslie Etienne
5/10/2024 2:22 PM	Amazon	BAG	Zachary Clark	AMAZON	IT-MAILBOX	Leslie Etienne	Leslie Etienne
5/10/2024 11:37 AM	UPS	Box	Allyson Radford	CDG	HANDED TO- ALLYSON RADFORD	Leslie Etienne	Leslie Etienne
5/9/2024 3:06 PM	Amazon	Two Boxes	Zachary Clark	Amazon	Deliver to Zac	Lenora Thompson	Lenora Thompson
5/9/2024 2:59 PM	UPS	Brown Box	Elizabeth Mendoz	Amazon	In Elizabeth Mendoza office	Lenora Thompson	Lenora Thompson
5/9/2024 9:06 AM	Hand Delivery	Interoffice Mail	Kiesha Neal	employee	gave to her	Saletha Scruggs	Saletha Scruggs
5/8/2024 11:40 AM	FedEx	ENVELOPE	Michele Mackiewi	THVA	IT- MAILBOX	Leslie Etienne	Leslie Etienne
5/7/2024 12:30 PM	FedEx	box	Shawneese Browr	Cintas 287	Given directly to her	Saletha Scruggs	Saletha Scruggs
5/7/2024 11:14 AM	UPS	envelope	Suzanne Paul	RETURNING MAIL	HUMAN RESOURCE- MAILBOX	Leslie Etienne	Leslie Etienne

DAILY REPORT

ALWAYS-ON RESPONSIBILITIES

Title ▾	Assignment ▾	Start Date ▾	Due Date ▾	Bucket ▾
Toner, Used (check and ship)	 Lenora Thompson		5/1/2024	 Inventory
Pitney Bowes (count and Order)	 Leslie Etienne		5/7/2024	 Inventory
UPS (count and order)	 Leslie Etienne	5/16/2024	5/16/2024	 Inventory
Mailboxes (organize and update)	 Leslie Etienne	5/20/2024	5/20/2024	 Mail
Badge Expirations	 Leslie Etienne	5/17/2024	5/22/2024	 Mail
Warehouse (count and order weekly)	 Lenora Thompson	5/27/2024	5/27/2024	 Inventory
Dell & HP Toner (count)	 Lenora Thompson		5/28/2024	 Inventory
Xerox (count and order)	 Lenora Thompson	5/28/2024	5/28/2024	 Inventory
Front Desk Documents (refill)	 Leslie Etienne	5/29/2024	5/31/2024	Front Desk
Alternative Vendors (count and order)	 Leslie Etienne	6/6/2024	6/6/2024	 Inventory
Copier Meter Readings (collect)	 Lenora Thompson		6/11/2024	 Budget
DOA Supplies	 Lenora Thompson	6/17/2024	6/19/2024	 Inventory

ASU SHAREPOINT SITE

ALWAYS-ON RESPONSIBILITIES

WE MAKE EVERYONE ELSE LOOK GOOD

NEWS & UPDATES (*Source: PHL Communications)

+ Add ▾



PHL's 5K Run

LOCATION: Atlantic Aviation PHL 8375 Enterprise Avenue, Philadelphia, PA 19153 Proceeds benefit March of Dimes, Eastwick Friends & Neighbors Coalition (EFNC) and Eastwick United CDC (EU). Award medals will be given...



Philadelphia Flower Show - June 11-19 @ FDR Park

FDR Park 1500 Pattison Avenue & South Broad Street Philadelphia, PA 19145 Hours Saturday, June 11 - June 18, 10:00 am - 8:00 pm Sunday, June 19, 10:00...



CyberSecurity - Survey

Information Security Culture Survey Digital risks and data security concerns are increasing with technology advancements. To help address these risks, we wan...



Welcome September

QUICK LINKS

- Budget
- Conference Rooms
- Front Desk
- General
- Inventory
- Mail
- Maintenance
- Standard Operating Procedures
- DOA Intranet Site
- OnePhilly Website

ONEPHILLY HELPDESK #

215-988-8038

MEET THE CAST

VICE PRESIDENT OF TALENT MANAGEMENT
Stacey Lennon

ADMINISTRATIVE SUPPORT MANAGER
Alycia Speas

ADMINISTRATIVE SUPPORT SUPERVISOR
Saletha Scruggs

OFFICE CLERK II
Lesliee Etienne

OFFICE CLERK II
Lenora Thompson

SEMI-SKILLED LABORER
Lakeisha Hudson

SEMI-SKILLED LABORER
Cierra El

DEPARTMENTAL AIDE
Bryan Bethea



BRYAN BETHEA

Bryan Bethea

8 YEARS AT PHL

- ★ HARDWORKER
- ★ FITNESS FANATIC
- ★ CARES ABOUT AND RESPECTS OTHERS
- ★ LIKES SUPERMAN BECAUSE HE IS A SIGN OF HOPE



LESLIEE ETIENNE

A handwritten signature in white ink that reads "Leslie Etienne".

1 YEAR AT PHL

- ★ MOTHER OF 2
- ★ PAINTER/ARTIST
- ★ YOUTUBE CREATOR
- ★ CO-COORDINATED THE 1ST ANNUAL RAMADAN LUNCHEON

LENORA THOMPSON

A handwritten signature in white ink that reads "Lenora Thompson".

8 MONTHS AT PHL

- ★ MOTHER OF 3 AND GRANDMOTHER OF 4
- ★ GIVES GREAT ADVICE
- ★ LOVES TO CROCHET BABY CLOTHES, SHOES AND BLANKETS
- ★ ALL-STAR DOA VOLUNTEER ON-THE-RISE



LAKEISHA HUDSON



7 YEARS AT PHL

- ★ STARTED AS A CUSTODIAL WORKER
- ★ VICE PRESIDENT OF DC 33 LOCAL 1510
- ★ ENJOYS TALKING TO PEOPLE
- ★ ALL-STAR DOA VOLUNTEER



CIERRA EL



2 YEARS AT PHL

- ★ 13 YEARS WITH THE CITY OF PHILADELPHIA
- ★ MOTHER OF 2 BEAUTIFUL DAUGHTERS
- ★ FASHION IS HER PASSION
- ★ LOVES THE WORK SHE DOES IN ASU



SALETHA SCRUGGS

Saletha Scruggs

4 MONTHS AT PHL

- ★ MOTHER OF 3
- ★ AVID READER
- ★ LOVES TO BAKE
- ★ HAS STUDIED MARTIAL ARTS FOR 25 YEARS

ALYCIA SPEAS

Alycia Speas

11 YEARS AT PHL

- ★ MOTHER OF 1
- ★ ASPIRING CREATIVE DIRECTOR
- ★ LOVES WORKING BEHIND-THE-SCENES
- ★ ALLERGIC TO PESSIMISM



THE TREATMENT

A comprehensive office management strategy supported by the right policies and tools can deliver a work environment that employees seek. Accommodating conveniences can **boost the likelihood of attracting and retaining talent.**

Administrative Support prioritizes the employee experience by:

- ★ Minimizing work interruptions
- ★ Increasing office efficiency
- ★ Promoting productivity and collaboration
- ★ Adapting to the flow of the workplace

MINIMIZING WORK INTERRUPTIONS

RECENT INITIATIVES

11. Conference Room B #4515 *

- There is hand sanitizer.
- There are Clorox wipes.
- The table and counters are clean.
- There are 14 chairs and they are pushed in.
- The time is correct.
- The floor is swept.
- The trash is empty.
- The room is clean and organized.

ITEM	# REQUIRED	# ON HAND	LOCATION	PRIORITY
ALUMINUM FOIL	2	2	SUITE 400 FD	WEEKLY
BANKER BOXES	12	6	SHELF 6	MONTHLY
BASE, DESK, CALENDAR	5	0	SUITE 400 FD	ANNUAL
BATTERY, AA	5	5	DRAWER 14	MONTHLY
BATTERY, AAA	5	12	DRAWER 14	MONTHLY
BINDER CLIPS, LARGE	5	7	DRAWER 12	MONTHLY
BINDER CLIPS, MEDIUM	5	0	DRAWER12	MONTHLY
BINDER CLIPS, SMALL	5	0	DRAWER12	MONTHLY
BINDER DIVIDERS, A-Z	1	0	CABINET21	MONTHLY
BINDER DIVIDERS, MULTICOLOR,5 TAB	1	4	CABINET21	MONTHLY
BINDER DIVIDERS,RING BINDER,CLEAR INSERTS	1	3	CABINET21	MONTHLY
CLASSIFICATION FOLDER, TWO DIVIDERS, LEGAL	1	0	CABINET 7	ANNUAL
CLASSIFICATION FOLDER, TWO DIVIDERS, LETTER	1	1	CABINET 7	ANNUAL
CLIPBOARD	4	2	SUITE 400 FD	MONTHLY
CUPS	8	8	SUITE 400 FD	WEEKLY
DISH DETERGENT	2	2	SUITE 400 FD	WEEKLY
ENVELOPE, CLASP 10 X 15" (MEDIUM)	2	4	CABINET 14	MONTHLY

OFFICE MAINTENANCE CHECKLIST

Automated the daily maintenance operations to keep up standards in a larger office space.

INVENTORY LIST

Modified the inventory operations and stock requirements to be able to satisfy requests from multiple departments quickly.

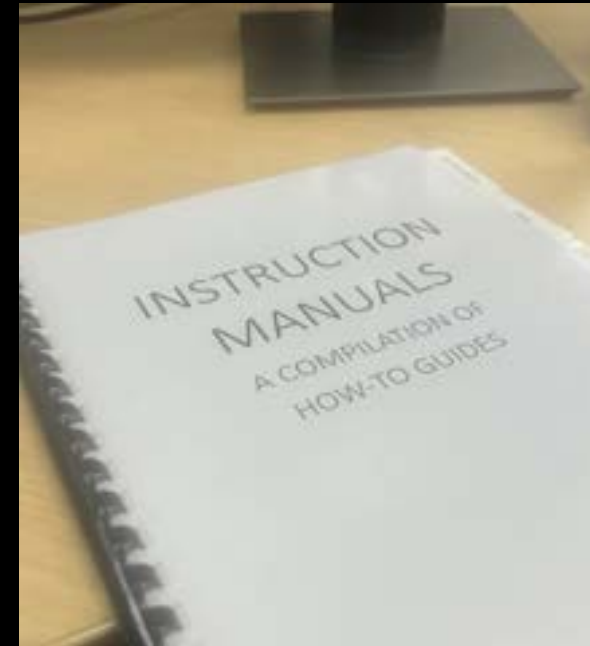
INCREASING OFFICE EFFICIENCY

RECENT INITIATIVES

- IP2_2ndfloor_HuddleRoomA_2303
- IP2_2ndfloor_HuddleRoomB_2013
- IP2_2ndfloor_HuddleRoomC_2014
- IP2_2ndfloor_HuddleRoomD_2101
- IP2_2ndfloor_HuddleRoomE_2104
- IP2_2ndfloor_HuddleRoomF_2133
- IP2_2ndfloor_ITConferenceRoom2312
- IP2_2ndfloorCDG_Huddle2101
- IP2_2ndfloorCDG_Huddle2104
- IP2_2ndfloorCDG_Huddle2133
- IP2_2ndfloorCDG_Huddle2303
- IP2_3rdfloor_ConferenceRoomA_3029
- IP2_3rdfloor_ConferenceRoomB_3004
- IP2_3rdfloor_ConferenceRoomC_3021
- IP2_3rdfloor_ConferenceRoomD_3021
- IP2_3rdfloor_ConferenceRoomE_3021
- IP2_3rdfloor_HRBreakroom_3037
- IP2_4thfloor_CollaborationRoom_4501
- IP2_4thfloor_ConferenceRoomD_4512
- IP2_4thfloor_ConferenceRoomE_4509
- IP2_4thfloor_ConferenceRoomF_4505

CONFERENCE ROOM NAMES

Standardized rooms in Outlook to be listed by name and room number for stress-free navigation.



INSTRUCTIONAL MANUAL

Compiled various instructional guides into a booklet and placed one on top of every IP2 copier for easy access.

PROMOTING PRODUCTIVITY AND COLLABORATION

RECENT INITIATIVES



CONFERENCE ROOM PHONES

Coordinated polycomms to be placed in all main conference rooms so teams can stay connected from different locations.

DEPARTMENT OF AVIATION EMPLOYEE UPDATES

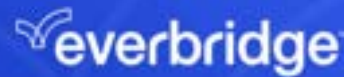
EU Employee Updates
To ● DOA Employees Only NEW

Managers: Please print and share with your non-desk workers.



Department of Aviation Update: May 21, 2024

This communication is sent on behalf of the City of Philadelphia
@phl.org. Visit PHL.org/EmployeeUpdates



EMPLOYEE UPDATES

Synchronizing multiple communication channels to be updated with information, events and HR content regularly.

ADAPTING TO THE FLOW OF THE WORKPLACE

MAIL SYSTEM

Reorganized the mail route to accommodate DOA during and after a major move.

Located in IP2 – picked up by department
Located in IP2 – deliver to department
Chiefs – deliver to assistants
Located outside IP2 – deliver to mailbox at the airport
Located outside IP2 – picked up by department
Located outside IP2 – delivered to mailbox at location

Non-DOA Locations:

- Marketplace, Terminal E, 2nd floor
- Center City – Municipal Services Building and One Parkway
- Special Requests – SEPTA, Prisons, etc.

Office Clerk 2	Administrative Support Unit	IP2/Suite 325 - 3027.11 - cubicle	215-863-2751
Administrative Support Supervisor	Administrative Support Unit	IP2/Suite 325 - 3027.12 - cubicle	215-937-6084
Office Clerk 2	Administrative Support Unit	IP2/Suite 325 - 3027.13 - cubicle	215-937-3461
Departmental Aide	Administrative Support Unit	IP2/Suite 325 - 3027.16 - cubicle	215-937-5548
Administrative Support Manager	Administrative Support Unit	IP2/Suite 325 - 3027.20 - cubicle	215-863-3644
Semi Skill/Courier	Administrative Support Unit	IP2/Suite 400 - 4104.04 - cubicle	215-937-5436
Semi Skill/Courier	Administrative Support Unit	IP2/Suite 400 - 4404.01 - cubicle	215-937-4097

FRONT DESK DIRECTORY

Incorporated more details into the directory to locate co-workers in a variety of ways.

Customer Satisfaction

Above and Beyond

Quality Control

Relationship Management

Timeliness

Response Time

Completion Time

Organizational Knowledge

Functions

Staff

Wayfinding

Ease of Use

User Friendly

Simplicity

FUNCTION	USED FOR	BUDGET
Communications	<ul style="list-style-type: none"> • DirecTV cable invoices • Postage for the mail machine 	\$26,500
Professional Services	<ul style="list-style-type: none"> • UPS courier services 	\$10,000
Repairs & Maintenance	<ul style="list-style-type: none"> • Mail machine repairs 	\$1,000
Rentals	<ul style="list-style-type: none"> • Mail machine rental fees 	\$6,000
Dry Goods Etc.	<ul style="list-style-type: none"> • Uniforms 	\$1,500
Office Materials & Supplies	<ul style="list-style-type: none"> • Supplies, materials, equipment, etc. 	\$3,000
Other	<ul style="list-style-type: none"> • Transportation • Meals & Official Entertaining • Dues 	\$1,300
TOTAL		\$48,300

INITIATIVE	DETAILS	STATUS
Track the flow of inventory	<ul style="list-style-type: none"> • Identify trends and revise procedures accordingly. • Encompass ordering for HR into the operations. 	ONGOING
Improve two-way communication between the front desk and our co-workers	<ul style="list-style-type: none"> • Promote the procedures for booking a conference room. • Encourage open communication about what's being worked on. 	ONGOING
Support clerical staff in the development of their administrative skills	<ul style="list-style-type: none"> • Facilitate in-house and hands-on training. • Express the importance of standards. 	IN PROGRESS

VISION

Administrative Support serves as the gateway to seamless office management for the entire Department of Aviation.

OPPORTUNITIES

- ★ Centralize supply orders.
- ★ Streamline administrative requests and tasks.
- ★ Provide job opportunities for entry-level clerical positions.
- ★ Serve as administrative pool for internal transfers.

THANK YOU

ADMINISTRATIVE SUPPORT UNIT

Overview

The Administrative Support Unit (ASU) is responsible for office management within the Department of Aviation.

The unit performs a variety of supportive activities to maintain a high-performing workplace for the Human Resources, Administrative and Executive offices.

Functions

- Providing reception
- Supervising conference rooms
- Distributing supplies
- Transferring mail
- Coordinating office maintenance
- Providing administrative assistance

Key Team Members

- Stacey Lennon, VP of Talent Management
- Alycia Speas, Administrative Services Supervisor
- Saletha Scruggs, Clerk 3
- Bryan Bethea, Departmental Aide
- Lesliee Etienne, Office Clerk 2
- Lenora Thompson, Office Clerk 2
- Lakeisha Hudson, Semi-Skilled Laborer
- Cierra El, Semi-Skilled Laborer

Strategic Priorities

- Minimizing work interruptions
- Increasing office efficiency
- Promoting productivity and collaboration
- Adapting to the flow of the workplace

Recent Initiatives

- Automated office maintenance checklist
- Modified inventory operations and stock requirements
- Standardized conference room names
- Created Instruction Manuals
- Coordinated conference room phones to be installed
- Synchronizing communication channels
- Reorganized the mail route
- Incorporating more details in the directory

FY24 Budget

\$48, 300

FY25 Priority Initiatives

- Track the flow of inventory
- Improve two-way communication between the front desk and co-workers
- Support clerical staff in developing administrative skills

Vision & Opportunities

- Administrative Support serves as the gateway to seamless office management for the entire Department of Aviation
- Centralize supply orders
- Streamline administrative requests and tasks
- Provide job opportunities for entry-level clerical positions
- Serve as administrative pool for internal transfers