



# Office Professional Training

**October 16, 2024 - Wednesday**  
**Cadence Bank Arena**  
**375 Main Street, Tupelo, MS 38804**

## Agenda

- 7:00 Registration
- 8:00 MSDH Portal—Operator Log In & System Uploads of Documents - Monica Adcock, MsRWA
- 9:00 MS811 Portal - What are My System's Responsibilities & How to Use—MS811 Staff
- 10:00 What should my system insure & insurance requirements for water systems - The Policy Center Staff
- 11:00 Visit the Exhibit Hall
- 12:00 Lunch
- 1:00 Internal Controls, Red Flags, & State Auditors Yearly Report-Mark Johnson, CGFM,JD - MS State Auditor's Office
- 2:00 How to get my system ready for MSDH Inspection - MSDH Staff
- 3:00 Customer Service - Dealing with difficult customers - Monica Adcock/Tina Broom, MsRWA
- 4:00 Closing and Adjourn

**OPTR Credits: Office Mgt-(6); Finance- (2); W/WW (5); Legal- (4); Personnel- (3); Personal- (2)**

Please pre-register a week prior to class date. There is a \$125.00 registration fee for this class. There is a \$25.00 cancellation fee.

**MsRWA members have 2 member benefits to attend Office Professional Training each year at no charge.**

Oct 16th - Wednesday - Tupelo                      Use Member Benefit: \_\_\_\_\_                      Payment Enclosed: \_\_\_\_\_

\_\_\_\_\_ Yes, I have enough credits and would be interested in taking the MsRWA Office Professional Test In Tupelo on Oct 17th, if available. Please send more information on test.  
(Call Monica Adcock at MsRWA for verification of test eligibility.)

Name: \_\_\_\_\_ System/Company: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone/Fax/Email: \_\_\_\_\_

Send form with payment to MsRWA: 172 Country Place Pkwy, Pearl, MS 39208 / Fax: 601.857.2434  
For more information call MsRWA at 601.857.2433