Company Organization Manual

A company's organization manual is an internal document that indicates the range of responsibilities and hierarchies within the company. The division and specification of functions allow each department to maintain clear objectives in the activities they perform.

1. Introduction

Present an overview of your organization and the purpose of this document.

[For example: Our company is committed to meeting the digital communication needs of each of our clients, to fulfill the expectations of our brand. Therefore, we have prepared this Organization Manual, which will be very useful to us in dividing the responsibilities of each area.]

2. Background

Use this section to generally discuss the origin of your company, its services, its customers, and its achieved goals.

[For example: Our company was established in 2000 as a response to the new market need to connect people through digital means. Since then, we have facilitated more than 1,000,000 daily video conference connections, thanks to our technological and human capabilities.]

3. Legal Basis

According to the regulations in force in the country where your company is located, indicate the legal framework that supports its operation.

[For example: Since 1999, this organization has been registered in the Registry of Companies and Taxpayers. Also, since that same year, our brand has been in the trademark registry of this country. Therefore, it has the power to operate as a variable capital company with the possibility of hiring the necessary personnel to perform the required activities, in order to fulfill its commercial purpose, this in accordance with current legislation.]

4. Company Organizational Chart

In this section, describe the hierarchy of the departments that make up the company. This same division will serve as a basis to establish the responsibilities of each job position, based on their place in this chart.

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5. Job Descriptions

Use this space to indicate the functions and responsibilities of each position.

| **Job Position** | **Department** | **Functions** |
| --- | --- | --- |
| General Director | General Management | General Administration |
| Human Resources Manager | Human Resources | Performance Supervision |
| Sales Manager | Sales Dept. | Sales Organization |
| Technology and Software Manager | Technology Dept. | Service Planning |
| Sales Team Leader | Sales Dept. | Team Supervision |
| Sales Advisor | Sales Dept. | Direct Customer Engagement |
| App Developer | Technology Dept. | App Operation |
| Server Engineer | Technology Dept. | Server Maintenance |

6. General Considerations

Use this space to point out specific aspects of your organization; for example, a glossary of terms, specific instructions, or any other aspect that should be considered.

[For example: The information technology market is marked by efficiency in digital communication services. Therefore, it is important to consider that the operational responsibility of this company should be based on continuous updates in this field, always seeking to be at the forefront of technological services.]

7. Directory

Finally, provide the contact details of each collaborator in order to establish a more efficient communication process within your company.

| **Name of the Person in Charge** | **Position** | **Department** | **Contact Information** |
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