Task Inventory Matrix

Fill in the name or title of the person who performs each task and the name or title of the person who is accountable for that task. Space has been provided at the end for tasks not listed below.

		Type of Activity (Revenue or Non-revenue)	Who Performs Task (Name or Title)	Who Supervises (Name or Title)
1	Set appointments	Non-revenue		
2	Calls, meetings with “A” clients	Revenue		
3	Calls, meetings with “B” clients	Revenue		
4	Communication with “C”/”D” clients (e.g., automated touch points)	Revenue		
5	Calls, meetings with prospects	Revenue		
6	Calls, meetings with clients’ advisors (CPAs, attorneys)	Revenue		
7	“Wow” or personal touch points to clients	Revenue		
8	Answer office phone	Non-revenue		
9	Handle reactive client service requests	Non-revenue		
10	Fact-finding	Revenue		
11	Document review	Revenue		
12	Financial analysis–interpretation of facts	Revenue		
13	Plan design–identify opportunities	Revenue		
14	Product illustrations/NYLIS	Non-revenue		
15	Prepare printed presentation	Non-revenue		
16	Prepare disclosure/compliance materials	Non-revenue		
17	Proofread/finalize presentation	Non-revenue		
18	Maintain client files (hard copy)	Non-revenue		
19	Applications	Non-revenue		
20	Underwriting	Non-revenue		
21	Accuracy review (policies)	Non-revenue		

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		Type of Activity (Revenue or Non-revenue)	Who Performs Task (Name or Title)	Who Supervises (Name or Title)
22	Prepare/process amendments	Non-revenue		
23	Corrections, re-ratings	Non-revenue		
24	Premium collection/submission	Non-revenue		
25	Prepare policy delivery/track receipt	Non-revenue		
26	Maintain application/form supply	Non-revenue		
27	Prepare new account/investment paperwork	Non-revenue		
28	Process and execute checks/wires/transactions	Non-revenue		
29	Maintain client investment/statement files	Non-revenue		
30	Prepare invoices for fee services	Non-revenue		
31	Track and manage fee collection	Non-revenue		
32	Review monthly/quarterly statements and investment performance	Non-revenue		
33	Review/assess actual performance	Non-revenue		
34	Maintain Funds prospectuses	Non-revenue		
35	Maintain investment forms	Non-revenue		
36	Compliance administration	Non-revenue		
37	Maintain list of potential prospects/activity	Non-revenue		
38	Maintain referral source information	Non-revenue		
39	Maintain resource contact information	Non-revenue		
40	Maintain CRM database	Non-revenue		
41	Maintain social media profiles	Non-revenue		
42	Maintain business web site	Non-revenue		
43	Newsletters and mailings	Non-revenue		
44	Birthday cards/anniversary cards	Non-revenue		
45	Social media posts	Non-revenue		
46	Update business web site	Non-revenue		
47	Attend professional seminars/meetings	Non-revenue		
48	Attend networking events	Revenue		
49	Continuing education seminars	Non-revenue		

		Type of Activity (Revenue or Non-revenue)	Who Performs Task (Name or Title)	Who Supervises (Name or Title)
50	Make travel arrangements (airfare, rental car, room)	Non-revenue		
51	Guest reception	Non-revenue		
52	Distribute mail/e-mail/fax/FedEx	Non-revenue		
53	Dictation	Non-revenue		
54	Prepare correspondence	Non-revenue		
55	New business/client file set-up	Non-revenue		
56	Copying, scanning, filing, faxing	Non-revenue		
57	Office supplies/stationery	Non-revenue		
58	Office equipment maintenance	Non-revenue		
59	System network management	Non-revenue		
60	Install software updates	Non-revenue		
61	Maintain system back-up files	Non-revenue		
62	Maintenance contracts/licenses	Non-revenue		
63	Office lease/equipment lease/service	Non-revenue		
64	Prepare/submit MDRT applications	Non-revenue		
65	Other professional membership forms/dues	Non-revenue		
66	Track commissions due	Non-revenue		
67	Process receipts/bank deposits	Non-revenue		
68	Accounts payable	Non-revenue		
69	Expense reimbursement	Non-revenue		
70	Prepare and monitor budget/financial reports	Non-revenue		
71	Maintain vendor accounts	Non-revenue		
72	Payroll administration	Non-revenue		
73	Benefit administration	Non-revenue		
74	1099/W-2 preparation	Non-revenue		
75	Quarterly tax preparation	Non-revenue		
76	Tax information maintenance	Non-revenue		
77	Mentor/train producer(s)	Non-revenue		

		Type of Activity (Revenue or Non-revenue)	Who Performs Task (Name or Title)	Who Supervises (Name or Title)
78	Employee hire/evaluation	Non-revenue		
79	Team meeting agendas	Non-revenue		
80	Internal HR functions	Non-revenue		
81	Team training/development	Non-revenue		
82	Team training in use of systems	Non-revenue		
83	Develop/plan client/prospect event	Non-revenue		
84	Identify event contact list	Non-revenue		
85	Send event invitations	Non-revenue		
86	Conduct invitation follow-up	Non-revenue		
87	Conduct event	Revenue		
88	Conduct event follow-up	Non-revenue		
89	Group renewals (all benefits)	Revenue		
90	Group presentations	Revenue		
91	Group spreadsheets	Non-revenue		
92	Group enrollment	Revenue		
93	Termination of group when switching benefit plans	Non-revenue		
94	Group quoting	Non-revenue		
95	Group customer service	Non-revenue		
96	Claims	Non-revenue		
97	Group file set-up (new and renewal)	Non-revenue		
98	Group database management	Non-revenue		
99	Group filing	Non-revenue		
Additional Specific Tasks				
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	Type of Activity (Revenue or Non-revenue)	Who Performs Task (Name or Title)	Who Supervises (Name or Title)
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The Nautilus Group and Model Office developed the original Task Inventory Matrix with assistance from Strategic Management Advisors, Inc. and Mike Piotrowicz, originator of The Coaching Series.

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