

SUMMARY

This proposal runs a systematic study, so clarifying and explanatory document the specific functions of the members of the administrative area of the Educational Unit "Acosta Jose Vallejo" in the parish of Canton Cangahua Cayambe. It is a tool that will provide information on: objectives, policies, functions, structure, description and job specification. The main objective is to facilitate the working lives of staff to know how to route their daily work, to feel calm, helpful and with defined goals, surfacing the most of the capabilities, skills and abilities, avoiding confusion and duplication. Keeping staff motivated is another very important variations in the institution has little relevance, as they have not planned or implemented staff workshops that integrate and enable workers to have predisposed to work in an efficient, flexible and timely aspects on which is built the welfare of the institution and the community to whom the service is provided. Following the guidelines in this manual is drawn as to achieve efficient and competitive organization that guarantees an excellent service to the users, being a contribution to improve the image of the school. According to the framework of questions applied to management, teaching, administrative, service, parents and students who are part of the educational community, we got the answers and we conclude that the hypothesis was correct we ask. This new administrative model will take a step forward in the educational process as we will be implementing a model of sequential order of the activities of a particular job, give managers a view to clearly identify how to do a particular job quickly efficient and competitive, leading to our ultimate goal is customer satisfaction and achieving good image and reputation of the institution.