

# Administrative Office Specialist

Certificate

Technical Credits ..... 12

MnTC General Education Credits ..... 4

Total Credits ..... 16

## Program Information

The Anoka Technical College Administrative Office Specialist Certificate is a 16-credit program that prepares the graduate with a foundation of skills that can be used in a variety of office positions. Administrative office support specialists perform a wide range of office responsibilities. They collaborate with other support personnel and administrators to ensure efficiency and accuracy in all office tasks.

In today’s technology-driven office environment, keyboarding and software skills are essential. In this program, basic keyboarding skills are practiced while speed and accuracy are improved. Basic computer skills are introduced and reviewed. Microsoft Word, Excel, and PowerPoint courses provide graduates with proficiency in productivity software that is widely used in industry.

The graduate of this program is well prepared to obtain an office support position. The credits in this program can be applied towards the Administrative Office Specialist Diploma and the Administrative Office Specialist AAS Degree.

## Program Learning Outcomes

1. Define and recognize business etiquette and professionalism in the workplace and exhibit these skills in class interactions and communications such as e-mail and the discussion board.
2. Show basic keyboarding competency.
3. Utilize software applications necessary for business office operations including file management, e-mail, calendaring, search engines, word processing, spreadsheet, and presentation software.
4. Employ intermediate to advanced Microsoft Word skills to create and edit flyers, letters, and reports using templates, mail merge, and building blocks.
5. Employ intermediate to advanced PowerPoint skills to create business presentations that demonstrate appropriate design techniques.
6. Employ intermediate to advanced Microsoft Excel skills to use formulas and functions to create and edit worksheets, workbooks, charts and graphics, lookup tables, pivot tables, and charts as used in business scenarios.

## Industry and Career Outlook

Administrative office support specialists are needed in virtually every industry. In this technology-intensive economy, support professionals with keyboarding and productivity software skills are highly sought after by employers. Having the knowledge and skills to perform word processing as well as create and manipulate Excel worksheets are a must. The ability to create dynamic presentations for bosses and colleagues in PowerPoint is essential.

The ideal candidate should have excellent oral and written communication skills, the ability to work independently and possess an attention to detail. The ability to work as part of a team and project a professional image is also important.

Wage information is available from the [Minnesota Department of Employment and Economic Development](http://www.dhs.gov/minnesota-department-of-employment-and-economic-development).

## Program Start Dates

Fall Semester.....August  
Spring Semester .....January

## Course Prerequisites

Some courses in this program may require a prerequisite. Please see [course descriptions](#) for more details.

## Program Sequence

<b>First Semester</b>	.....	<b>16</b>
<input type="checkbox"/> ADSC 1003	Introduction to Keyboarding & Speedbuilding ...	2
<input type="checkbox"/> ADSC 1162	Microsoft PowerPoint .....	2
<input type="checkbox"/> ADSC 1171	Microsoft Excel .....	2
<input type="checkbox"/> ADSC 1197	Microsoft Word .....	4
<input type="checkbox"/> COMP 1002	Computer Technologies for Communication .....	2
<input type="checkbox"/> ENGL 2105	Business and Technical Writing .....	4

## Graduation Requirements

Students must earn a cumulative 2.0 GPA or higher to be eligible for graduation from this program.

## Faculty Contact

[Darla Cullen](#) .....763-576-4018  
[Deb Catlett](#) .....763-576-4025

For information on how to apply, to schedule a tour, or for service during summer hours, contact Enrollment Services at 763-576-7710 or [EnrollmentServices@anokatech.edu](mailto:EnrollmentServices@anokatech.edu)

*Also see: Administrative Office Specialist AAS, Administrative Office Specialist Diploma, Administrative Office Specialist certificate, and Office Software Specialist certificate*



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