The Office Communications Specialist certificate program at Anoka Technical College provides students the opportunity to develop the grammar, punctuation, usage, and writing skills necessary to create, proofread, and edit polished business messages and oral presentations.

These skills can be used in any job that requires the office professional to proof, edit, or write proposals, newsletters, website content, blogs, press releases, social media posts, presentations, promotional materials, and various other types of publications based on industry specifics.

Students are prepared to work in this position through completion of courses in Business English and Written Business Communications which provide students with advance instruction and practice in grammar, usage, punctuation and business writing concepts. Writing and editing is often done in a collaborative environment, which requires the ability to work as a positive member of a team. Administrative Office Procedures provides students the opportunity to learn and practice positive team behaviors and to polish their individual written and verbal communications skills.

The Office Communications Specialist graduate will achieve the following learning outcomes.

1. Exhibits effective interpersonal skills and professional attitudes by demonstrating the ability to communicate with authority figures and peers; follow work rules and expectations appropriately; maintain confidentiality; and recognize an appropriate business appearance.
2. Demonstrate the ability to express thoughts clearly, concisely, and appropriately in verbal and written format by consistently using correct mechanics, grammar, format, and message approach (direct, indirect).
3. Demonstrate the use of critical thinking skills to analyze and solve business problems by demonstrating the ability to define problems, find relevant information, synthesize and evaluate information, and implement decisions.
4. Demonstrate proficiency in keyboarding speed and accuracy and knowledge of correct document formatting.
5. Demonstrate technical competency by utilizing a wide range of software applications necessary for business office operations; demonstrates initiative in learning to use new technology, and applies new technology accurately in office settings.
6. Demonstrate knowledge of roles and functions of various professionals; collaborate and problem-solve as part of the office team.
7. Demonstrate ability to set priorities, organize work, and sequence tasks appropriately, and consistently complete projects on a schedule.
8. Develop and evaluate customer service skills by ascertaining the characteristics of a customer service organization and using customer service skills in servicing customers professionally.

Some courses may require appropriate test score or completion of basic math, basic English, and/or reading courses with a “C” or better.

All Anoka Technical College students seeking an Associate in Applied Science (AAS), diploma, or certificate must meet the cumulative grade point average (GPA) of 2.0 or higher.

To see how credits from this program may transfer into other Anoka Technical College programs or into a program at another college, visit:

- [Minnesota Transfer](#)
- [Anoka Technical College transfer student](#)

Spell and grammar check software does not replace a detail-oriented office professional who is knowledgeable in style guidelines and knows how to use technology resources to find current usage guidelines. An office support professional proficient in these skills is an irreplaceable asset to any manager/supervisor who depends on this specialist to project an intelligent, professional image of the individuals within a company and the company as a whole in all forms of communication.

Wage information is available from the [Minnesota Department of Employment and Economic Development](#).

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

**Program Sequence**

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<td>ADSC 1031 Business English</td>
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**Faculty Contact**

Darla Cullen ............................................................ 763-576-4018
Deb Callet ............................................................... 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, and Office Software Specialist certificate*