

Office Assistant Certificate – 547M

Requirements Effective Spring 2013

Program Planning Guide

Program Description: This is the first in a series laddered-certificates within the Administrative Assistant program. This certificate prepares students for entry-level jobs as member services representatives, customer relations associates, office assistants and front desk agents.

Prerequisites: Many classes have prerequisites. Prerequisites are those classes that prove eligibility for entry-level classes by testing or by having satisfied prior course work. Course work earned at other institutions must be unofficially evaluated or approved by a program advisor before registering.

Office Assistant Prerequisites: Type 25 words a minute, Placement into ENGL 95/96 or higher

Note: Advanced placement testing, work experience, and transfer of credits may result in course waivers, credit transfer, and advanced placement.

Program Requirements		
Course Number	Certificate Requirements (16 credits)	Credit Hours
BUS 131*	Integrated Communications	5
BUS 140	Customer Relations	5
BUS 170	Information Technology I	5
CWE 101	Portfolio, Job Search and Interviewing	1
		Total Credits: 16 (excluding prerequisites)

Program Outcomes:

- Apply office software technology to increase administrative productivity.
- Use effective customer relation skills to communicate with internal and external customers.
- Create, format and proofread business letters and memos using correct business English.

What Skills do I need to be successful in this field?

- <http://www.onetonline.org/link/summary/43-9061.00>

What are some potential job titles?

- Member Service Representatives
- Customer Relations Associates
- Front Desk Agents

Wages, employment trends and pathways

- <http://www.onetonline.org/link/summary/43-9061.00#WagesEmployment>

Course Sequence: This program of study is outlined by quarter, and courses should be taken in the indicated sequence. However, it should not be concluded that students will always proceed through their program of study exactly as prescribed here. The number of quarters listed here is minimal. Not all courses are offered every quarter. Individual student experiences, educational and training background, and personal schedules and demands all may affect the time it takes to finish this program. Also, in general, summer quarter is not considered one of the full-time quarters in the program.

1st quarter: BUS 131, BUS 140, BUS 170, CWE 110

Program Contact: William (Bill) Holt (206) 934-4523 william.holt@seattlecolleges.edu

NSC Advising Office: (206) 934-3658 <https://northseattle.edu/advising>

Program Website: <https://northseattle.edu/certificates/office-assistant-certificate>