

## PROGRAMS

### OFFICE ADMINISTRATION - CUSTOMER SERVICE REPRESENTATIVE (C25370CS)

The Office Administration curriculum prepares individuals for employment as administrative office personnel who use skills in the areas of office management, office finance, legal office, virtual office, customer service, and office software.

Course work includes computer applications, oral and written communication, analysis and coordination of office tasks and procedures, records management, and other topics depending on the subject area selected within this curriculum.

Graduates should qualify for employment opportunities in a variety of office positions in business, government, and industry. Upon graduation, students may be eligible to sit for industry recognized certification exams.

#### Certificate Program

		Course Hours Per Week		Semester Hours
First Semester (Summer)		Class	Lab	Credit
OST-131	Keyboarding	1	2	2
OST-136	Word Processing	2	2	3
OST-137 or CIS-110	Office Applications I or Introduction to Computers	2	2	3
<b>Credit Hours</b>		<b>5</b>	<b>6</b>	<b>8</b>
Second Semester (Fall)				
MKT-223	Customer Service	3	0	3
OST-134	Text Entry & Formatting	2	2	3
OST-236	Adv Word Processing	2	2	3
<b>Credit Hours</b>		<b>7</b>	<b>4</b>	<b>9</b>
Total Required Minimum Semester Hours Credit				17

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