Minnesota State
Community and Technical College

ADMS1400 - Office Administration

Credits:	4 (3/1/0)
Description:	This course covers skills and procedures required for the administrative office professional within today's office. Students will develop skills in customer service, telephone techniques, appointment scheduling, meeting and event planning, virtual office procedures, records management, project management and safety in the workplace. Topics will focus on professional practices occurring in the modern work environment using technology applications.
Prerequisites:	
Corequisites:	
Pre/Corequisites*:	
Competencies:	1. Describe the work environment of an administrative professional. 2. Develop skills to improve time management, organization, setting priorities and teamwork in the office environment. 3. Explain legal and ethical considerations in an office environment. 4. Demonstrate customer service and interpersonal skills to build strong relationships with internal and external customers. 5. Demonstrate knowledge of the importance of multicultural communication in today's workplace. 6. Demonstrate professional telephone communication skills. 7. Describe positive and negative interpersonal interactions existing within an organization. 8. Manage appointment schedules. 9. Demonstrate knowledge and application of tools and skills necessary to function in a virtual environment. 10. Demonstrate management of physical and electronic records based on ARMA guidelines, filing procedures, storage systems and retention. 11. Explain financial procedures related to financial transactions, banking and other financial activities in an office environment. 12. Schedule, plan and make arrangements for internal, external, in-person and virtual business meetings and events. 13. Schedule, plan and make arrangements for business travel. 14. Describe appropriate ergonomics and safety practices within the office environment. 15. Describe the steps required in organizing, planning and managing a project. 16. Describe management and leadership models within an organization.
MnTC goal areas:	None

*Can be taking as a Prerequisite or Corequisite.