# ADMS1410 - Office Administration

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| Credits: | 3 (3/0/0) |
| 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 and project management. 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.<br>2. Develop skills to improve time management, organization, setting priorities and teamwork along with interpersonal skills to build strong relationships with internal and external customers.<br>3. Explain legal and ethical considerations in an office environment.<br>4. Demonstrate knowledge of the importance of multicultural communication in today's workplace.<br>5. Demonstrate professional telephone communication skills and manage appointment schedules.<br>6. Demonstrate knowledge and application of tools and skills necessary to function in a virtual environment.<br>7. Explain financial procedures related to financial transactions, banking and other financial activities in an office environment.<br>8. Schedule, plan and make arrangements for various types of business meetings and events, including business travel.<br>9. Describe the steps required in organizing, planning and managing a project.<br>10. Describe management and leadership models within an organization. |
| MnTC goal areas: | None |

*Can be taking as a Prerequisite or Corequisite.*

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