

Receptionist/Clerical and Office Assistant Certificate

Program Number: 90-106-3

Certificate

Business Technology Program Cluster

School of Agriscience and Technologies

Certificate courses offered at Madison, Fort Atkinson, Portage, Reedsburg, and Watertown campuses, as well as completely online. This certificate is also offered entirely in a bilingual (English/Spanish) format.

For information call: (608) 246-6800 or
(800) 322-6282 Ext. 6800

About the Certificate

Clerical jobs are among the top five occupations for projected growth nationally. Madison College has developed this certificate to prepare students with the entry level skills to perform office assistant and clerical support jobs. Students will enhance their proofreading and editing skills and learn to communicate more effectively. Students will also get the administrative, customer service, and management skills to be successful in a fast-paced business environment.

The skills obtained in the Receptionist/Clerical and Office Assistant Certificate may be applied to the Administrative Assistant Associate Degree program. In addition, many of the certificate credits may be applied to other programs.

This certificate is available to those working full time seeking skills to change careers. Current Madison College students may complete this certificate in conjunction with their existing course work. Courses are available totally online or in the classroom.

Certificate Application Process

To apply, see: Apply Online (on the Madison College website). [Create an ApplyWeb account](#) and follow the [instructions](#) to complete the [Online Certificate Application](#) before the [application deadline](#). Submit the \$15 non-refundable fee (payable by credit card, debit card or electronic check) with your application. Applicants may submit more than one certificate application per term using the Online Certificate Application; the same fees apply for each additional application.

Unique Requirements for Completion

The certificate will be awarded upon completion of the requirements with a minimum of a 2.0 grade average and no course grade lower than a C. The certificate will be awarded when completion of all requirements is verified after the semester the last course has been completed.

No more than 50% of the certificate credits may be through advanced standing.

Curriculum

Courses	Credits	Hrs/week	
		Lec	Lab
10-106-172	Administrative Office Management.....	2	2-0
10-106-164	Customer Contact Skills	1	0.75-2.25
10-106-190	Professional Development.....	1	0.75-2.25
10-106-103	Records Management	2	1-2
10-106-194	Career Management.....	1	0.75-2.25
	Total	7	



Courses

10-106-172 Administrative Office Management 2 credits
Emphasizes the skills necessary to succeed in a global business office in the 21st century. Topics include: teamwork and interpersonal skills, travel arrangements, meetings and minute taking, parliamentary procedure, management and leadership skills, cultural diversity, time, stress and anger management, and virtual assistance.

10-106-164 Customer Contact Skills 1 credit
Identify internal/external customers, develop verbal, nonverbal, and listening communication skills, develop problem-solving techniques, and ways of adding value to a customer interaction. Examine how technology impacts customer service, examine the impact on service breakdowns, and examine campaigns for customer loyalty.

10-106-190 Professional Development 1 credit
Using the internet and traditional methods, research the job market, develop a job search/career portfolio, and explore networking. Create a professional image for job search. The portfolio includes a resume, cover letter, thank-you letter, reference sheet, work samples and other job search materials.

10-106-103 Records Management 2 credits
Fundamentals of managing the record life cycle; alphabetic, numeric, subject, geographic filing; electronic file management; supplies and equipment; charge-out procedures; retention schedules; transfer methods; control measurements; imaging systems and security of information. Follows recommendations of the Association of Records Managers and Administrators (ARMA).

10-106-194 Career Management 1 credit
Identification of factors associated with job success: conflict resolution, proper etiquette, harassment, performance appraisal, employee benefits, and adopting change.

Career Potential:

- Administrative Support
- Office Assistant
- Customer Service Associate
- Information Assistant
- Word Processor

With advanced training students may find employment as:

- Administrative Assistant
- Executive Secretary
- Information Coordinator
- Executive Assistant

More detailed and updated information on this program may be available at: madisoncollege.org. The college reserves the right to make changes in the regulations and courses announced in this publication without notice.

Madison Area Technical College provides equal opportunity in education and employment.

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