



Administrative Assistant with Customer Service Certificate Program

Course Description:

Administrative Assistant with Customer Service Certificate Program that provides the Microsoft Office Specialist credential sets apart those who simply use Microsoft Office products every day from those who know Microsoft Office products so well that they can automate repetitive tasks, create templates for end-users and create web-ready documents and presentations. Businesses today need to be forward thinking and creative. With the growth of online content, the Microsoft Office Specialist's skillsets are an asset to all businesses and organizations. And with the expansion of PowerPoint into the online and multimedia spheres, the Microsoft Office Specialist's skillset are even more valuable today than they have ever been in the past. Excel is in high demand, as well, for such needs as automated calculations and inventory control. Candidates with these skills bring value to employers and give employers a competitive edge, especially online.

About the Profession: Administrative Assistant with Customer Service Certificate opportunities are growing as business is growing fast in Central Texas. Microsoft Office is still the number one business application in the world today. Being a Certified Microsoft Office Specialist (MOS) allows candidates to function and create more efficient processes in all versions of Microsoft Office for their organizations, whether non-profit, multi-billion dollar, medium, small and home-based businesses. The Specialist is capable of meeting the needs of their customers in many areas: standardizing processes, data gathering via fillable forms, both offline and online, converting PowerPoint presentations to online videos, branding for their organizations, basic accounting, bookkeeping, inventory, field sales support, small business management. The Microsoft Office Specialist is concerned with creating the most effective and efficient tools for the organization's use. Positions for these skills are diverse: management, systems automation, sales support, data gathering, data analysis, online content, project management, customer support, help desk, phone support, business material production and graphics material production. The student will be prepared to take the following certification exams:

- Microsoft Office Specialist Word 365/2019: Exam MOS 100
- RISEUp Exam

The following credentials will be conferred on all students who successfully complete both exams:

Microsoft Office Specialist: Word
RISEUp

Course Information:

Class Session: Day: 9:00am – 3:00pm → Mon – Th; Lunch 12:00pm – 1:00pm
Breaks 15 min 11am and 2pm
Course Length: 144 hours: 8 weeks (with holidays)
Class Session Night: 6:00pm – 9:00pm → Mon -Th
Two 10-minute breaks: 7:00pm and 8:00pm
Course Length: 144 hours: 12 weeks (with holidays)
Normal Class Size: Up to 20 Students

Exams: The Microsoft Office Specialist exam is skill-based. This program prepares the student for the current MOS exam. The student is also prepared for the RISEUp exam.

Admissions Requirements:

- a) Individuals applying for this course are required to have successfully completed the basics test for computers
- b) Present proof of education (high school diploma or GED certificate or in pursuit thereof)

Career Opportunities: Certified Microsoft Office Specialist (MOS), Administrative Assistant, Office Management Assistant, Customer Service Representative, and Sales Associate



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Program Outline			Clock Hours			
Wk	Sub#	Subject Title	Lec	La b	Ext	Tot al
1	MSOS01	MS Word Beginner/Intermediate	12	28	00	40
2	MSOS02	MS PowerPoint Beginner/Intermediate	06	18	00	24
3	MSOS03	MS Excel Beginner/Intermediate	12	24	00	36
4	MSOS06	MS Word and MS PowerPoint Exam Review	04	00	00	04
1	CSSR01	Retail Industry Overview	06	00	00	06
2	CSSR02	Know Before You Sell	06	00	00	06
3	CSSR03	Selling and Service	06	00	00	06
4	CSSR04	Performing Your Best	06	00	00	06
5	CSSR05	What's Next?	06	00	00	06
6	CSSR06	Review for RISEUp Exam	04	00	00	04
7	CSSR07	RISEUp Exam, Job Search Strategies and Certificates of Completion	06	00	00	06
	Total		74	70	00	144