

AAUL TECH AND CAREER ACADEMY

# ADMINISTRATIVE ASSISTANT W/ CUSTOMER SERVICE

## 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. 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.

## COURSE INFORMATION

**Day Session:** Mon-Thu, 9:00am-3:00pm (144 hours: 8 weeks)

**Night Session:** Mon-Thu, 6:00pm-9:00pm (144 hours: 12 weeks)

**Average Class Size:** Up to 20 students

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



## ADMISSIONS REQUIREMENTS

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



## CAREER PATHS

- Certified Microsoft Office Specialist
- Office Management Assistant
- Customer Service Representative
- Sales Associate

\$17.50/hr++