



Office Occupations Specialist

Admission Requirement: GED, High School Diploma

Course Level: Below College level

Classification Code: 43-0000 [Office and Administrative Support Occupations](#)

Classification Code: 41-0000 [Sales and Related Occupations](#)

Upon completion of this course students will demonstrate personal professional office skills behaviors appropriate to an office workplace; be able to identify and meet employer and customer needs and work effectively with others in an office environment; demonstrate effective professional communication and organizational skills with the ability perform office responsibilities and to operate essential office equipment. Upon successful completion of the safety program, participants will receive a Microsoft Word Certification and Professional Customer Service Etiquette and proof they completed and passed all other components of the Business Office Services training program.

Syllabus: Contact Hours Total: 80 Hours

Course will be taught in Class Room #1

PROGRAMS MODULES AS CURRICULUM

Course will be taught by 1 certified instructor.

- Course Expectations & Requirements
- Business Etiquette/Communication Skills
- Occupational & Personal Safety
- Business Office Customer Service
- Career Opportunities
- Computer Operations / Data Entry
- Employer Expectations
- Sales and Marketing (Retail / Business)
- Organizational Skills
- Human Relations Skills
- Lecture Hour (classroom:
- Lecture Hour (hand-on at computer lab)
- Hours of instructor assisted individualized exam preparation
- Proctor Hour of Word 2019 Core Microsoft Office Specialist Exam
- Industry Specific Job Search Strategies and Training
- Job Preparation Workshops (Interviewing/Resume Writing)