

2007-08 Catalog: Programs of Study

Office Administration

The Office Administration program enables students to gain skills and knowledge of computer software, office systems, office budgets, customer service and human resources necessary in managing today's automated offices. Career paths include jobs such as administrative assistant, executive secretary, general office manager, office clerk and receptionist.

There are five options within this program:

- **Office Administration** A.S. or A.A.S. Degree
- **Office Support** Technical Certificate
- **Office Specialist** Technical Certificate
- **Office Management** Technical Certificate

Students may choose to pursue an A.S. or A.A.S. degree and earn technical certificates while completing the requirements for the degree, or pursue one or more certificate programs to develop or upgrade their skills in a particular field. Contact an advisor or counselor to determine the career education path that is best for you.

Students may complete a degree in only one of the three specialty track, Office Administration, Medical Office or Office Software Applications. Students who wish to add a second area of specialization after completing a degree should pursue the technical certificate in that area.

Office Support (6100)

Technical Certificate

Where do you see yourself in a business office? Would you like to sit at the front desk, greeting callers and visitors and answering their questions? You may prefer to work behind the scenes as a data entry clerk. Your first choice might be to handle customer inquiries over the telephone and process service transactions. After completing the Office Support certificate program, you'll be qualified for any of these vital, well-paid positions. If you're presently employed, the supplemental training will increase your knowledge and help you progress in your career.

Career Opportunities, Rapid Placement

Jacksonville is a city committed to economic development. Organizations are growing and relocating here, and the demand for qualified administrative professionals is high. Florida Community College graduates have a track record for rapid placement. Opportunities are especially strong in customer service, hospital administration, law firms, religious organizations, real estate firms, government offices, car dealerships, hotels, schools, sports teams, libraries, transportation and manufacturing.

Annual Salaries

Entry level salaries in a general office position begin at about \$20,000 and can go to the mid-\$30,000s with experience. Customer service representatives and legal assistants begin at about \$30,000, executive assistants can exceed \$40,000 and with further training, business managers in Jacksonville are in the \$70,000 range.

Articulation

Credits earned in this program can be applied to the A.S./A.A.S. degree in **Office Administration**.

Cost

Estimated cost of tuition is \$797 (tuition rated for Florida residents, as of 7/07). Contact the program manager for additional costs (textbooks, materials, fees).

Need More Information? Contact:

Sandra Beck, Downtown Campus, 904.633.8380

Sheri Litt, Kent Campus, 904.381.3704

Janice Hall, North Campus, 904.766.6705

Curriculum

Course Number and Title	Credits
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Required Professional Courses

OST 1100	Keyboarding/Introduction to Word Processing	3
* CGS 1100	Microcomputer Applications for Business and Economics	3
OST 1581	Professional Development in the Work Environment	3
OST 1384	Introduction to Customer Service	3
	Credit Hours	12
	Total Credit Hours	12

***CGS 1570** may be substituted for **CGS 1100**.

Please see the technical certificate **Graduation Requirements**.

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