

Program Information

The Anoka Technical College Administrative Office Specialist diploma is a 40-credit program that prepares students with the broad range of technical and communications skills needed for success in today’s office work environment.

Students will gain competence in word processing, spreadsheet, database, and presentation software. Keyboarding speed and accuracy is developed while grammar, punctuation and writing skills are polished.

Students study bookkeeping theory and learn general ledger software to prepare them for general bookkeeping or accounts receivable or accounts payable positions. Students are well prepared to fulfill any office support position and may advance to office management.

Responsibilities may include managing calendars, preparing correspondence, maintaining filing systems, answering telephones, managing mail, transcribing correspondence, making travel arrangements, scheduling appointments, planning meetings, and taking detailed minutes. In larger offices, administrative office specialists may be responsible for one or two of these areas. In a small office, they may be responsible for all of them.

The credits earned in this program can be applied towards the Administrative Specialist AAS degree.

Program Learning Outcomes

1. Define and recognize business etiquette and professionalism in the workplace and exhibit these skills in class interactions and communications such as e-mail and the discussion board.
2. Show basic keyboarding competency.
3. Utilize software applications necessary for business office operations including file management, e-mail, calendaring, search engines, word processing, spreadsheet, and presentation software.
4. Employ intermediate to advanced Microsoft Word skills to create and edit flyers, letters, and reports using templates, mail merge, and building blocks.
5. Employ intermediate to advanced PowerPoint skills to create business presentations that demonstrate appropriate design techniques.
6. Employ intermediate to advanced Microsoft Excel skills to use formulas and functions to create and edit worksheets, workbooks, charts and graphics, lookup tables, pivot tables, and charts as used in business scenarios.
7. Employ intermediate to advanced Microsoft Access skills to practice how to plan, design, create, and query a database, generate reports, and produce input user forms while recognizing correct database design concepts.
8. Apply accounting principles as they pertain to business office bookkeeping scenarios. Complete an accounting simulation by applying bookkeeping functions using QuickBooks.
9. Practice methods to integrate Office 365 software to achieve efficiency in office operations.
10. Recognize and use correct mechanics, grammar, punctuation, and usage appropriate for professional business communications.

11. Express thoughts clearly, concisely, and appropriately in verbal and written format by consistently using correct formatting and message approach (direct, indirect).
12. Demonstrate proficiency in keyboarding speed and accuracy and knowledge of correct document formatting.
13. Demonstrate knowledge of roles and functions of various professionals; collaborate and problem-solve as part of the office team.

Industry and Career Outlook

Administrative office specialists perform a full range of office responsibilities. They collaborate with administrators and other support personnel to ensure efficiency and accuracy in all office tasks. This includes employing a variety of software packages which may include word processing, database, presentation, desktop publishing, electronic calendaring and meeting, and bookkeeping software.

Other types of responsibilities include executing mail procedures, preparing communications, such as emails, invoices, reports, and other correspondence, maintain filing systems, both electronic and physical, managing accounts and performing bookkeeping duties. In some offices, administrative office specialists may be responsible for one or two of these areas. In a small office, they may be responsible for all of them.

Wage information is available from the [Minnesota Department of Employment and Economic Development](#)

Program Start Dates

Fall Semester.....August
Spring Semester January

Course Prerequisites

Some courses in this program may require a prerequisite. Please see [course descriptions](#) for more details.

Program Sequence

Fall Semester	12
<input type="checkbox"/> ADSC 1003 Introduction to Keyboarding & Speedbuilding ...	2
<input type="checkbox"/> ADSC 1162 Microsoft PowerPoint	2
<input type="checkbox"/> ADSC 1181 Microsoft Access	2
<input type="checkbox"/> ADSC 1197 Microsoft Word.....	4
<input type="checkbox"/> COMP 1002 Computer Technologies for Communication.....	2
Spring Semester	14
<input type="checkbox"/> ADSC 1010 Keyboarding I	3
<input type="checkbox"/> ADSC 1031 Business English Skills.....	3
<input type="checkbox"/> ADSC 1142 Integrated Software Applications	4
<input type="checkbox"/> ADSC 1206 Written Business Communications.....	4
Fall Semester	14
<input type="checkbox"/> ADSC 1045 Administrative Office Procedures	4
<input type="checkbox"/> ADSC 1054 Office Bookkeeping	4
<input type="checkbox"/> ADSC 1171 Microsoft Excel	2
<input type="checkbox"/> ENGL 2105 Business and Technical Writing (Goal 1)	4

Administrative Office Specialist

Diploma

Graduation Requirements

Students must earn a cumulative 2.0 GPA or higher to be eligible for graduation from this program.

Faculty Contact

[Darla Cullen](#)763-576-4018

[Deb Catlett](#)763-576-4025

For information on how to apply, to schedule a tour, or for service during summer hours, contact Enrollment Services at 763-576-7710 or

EnrollmentServices@anokatech.edu

Also see: Administrative Office Specialist diploma, Administrative Office Specialist certificate, Office Software Specialist certificate, and Office Communications Specialist certificate