



South Central College
Program Design

CERT 2257/3294 Administrative Office Specialist - Client Relations

Program Information

Instructional Level Certificate

Career Cluster Business Management and Administration

Description

This program is designed to prepare learners for employment as a client relations specialist. Because client relations specialists answer questions from external and internal customers about the organization, they need to develop strong interpersonal and communication skills. Client relations specialists may be asked to perform general office responsibilities as well as client relations tasks.

Program Admission Dates (Fall and/or Spring)

Fall and Spring

Program Location (North Mankato and/or Faribault)

Both

Program Student Learning Outcomes

- 1 Input data with speed and accuracy at industry standard
- 2 Apply knowledge of application software
- 3 Demonstrate business communications

Program Configurations

Fall 2018

Credits

Technical Course 23

Total Credits 23

Fall Semester

Course #	Course Title	Credits	Function
MKT 1830	Customer Service	3	Technical Course

OTEC 1820	Business English	3	Technical Course
OTEC 1860	Microsoft Word	4	Technical Course
OTEC 2800	Office Keyboarding	3	Technical Course

Spring Semester

Course #	Course Title	Credits	Function
OTEC 1822	Microsoft Excel	4	Technical Course
OTEC 2810	Computer Technology	3	Technical Course
OTEC 2820	Business Communications	3	Technical Course

Program Course List

Number	Title	Credits	Pre/Corequisites
MKT 1830	Customer Service	3	None
OTEC 1820	Business English	3	None
OTEC 1822	Microsoft Excel	4	None
OTEC 1860	Microsoft Word	4	None
OTEC 2800	Office Keyboarding	3	A minimum keyboarding speed of 40 words per minute on a 3-minute timing with 3 errors or less or advisor approval.
OTEC 2810	Computer Technology	3	None
OTEC 2820	Business Communications	3	OTEC 1820