Office Administration and Technology Program

ADMINISTRATIVE OFFICE SPECIALIST – CLIENT RELATIONS
Certificate, 23 Credits

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.

**NOTE:** All program plans are preliminary, and curriculum may change without notice. Your catalog of record may have different requirements.

### Semester One (Fall) – 13 Credits

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Name</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>MKT1830</td>
<td>Customer Service</td>
<td>3</td>
</tr>
<tr>
<td>OTEC1820</td>
<td>Business English</td>
<td>3</td>
</tr>
<tr>
<td>OTEC1860</td>
<td>Microsoft Word</td>
<td>4</td>
</tr>
<tr>
<td>OTEC2800</td>
<td>Office Keyboarding</td>
<td>3</td>
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### Semester Two (Spring) – 10 Credits

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Name</th>
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<tbody>
<tr>
<td>OTEC1822</td>
<td>Microsoft Excel</td>
<td>4</td>
</tr>
<tr>
<td>OTEC2810</td>
<td>Computer Technology</td>
<td>3</td>
</tr>
<tr>
<td>OTEC2820</td>
<td>Business Communications</td>
<td>3</td>
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</tbody>
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The sequence in which a student takes the required courses is determined by the student’s schedule, goals and skills, as well as class availability. College readiness classes or prerequisites may be required for some students/courses -- see Program Advisor.

### Program Learning Outcomes

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

### Note: Prerequisite Requirements

Students must either currently have or attain the skills in OTEC1001 Computer Software for College and OTEC1790 Keyboarding for College before entry in the Office Administration and Technology programs.

### Program Location

Online at both the Faribault and North Mankato Campuses

### Admission Dates

Fall or Spring Semester

Contact Program Advisor for online option availability.

### For more information

(507) 389-7200 | admissions@southcentral.edu

### Program Advisors/Instructors

**Becky Miller**
Faribault Campus, Office B-109A
(507) 332-5873
becky.miller@southcentral.edu

**Lori Hood-Hiller**
North Mankato Campus, Office C-161
(507) 389-7265
lori.hood-hiller@southcentral.edu