

ADMINISTRATIVE OFFICE PROFESSIONAL

CAREER PATHWAY CERTIFICATE OF COMPLETION: OFFICE RECEPTIONIST

The Administrative Office Professional: Career Pathway Certificate of Completion: Office Receptionist prepares students for immediate employment as a receptionist, customer service, or information clerk position in a variety of industries. Credits earned in this program can be applied to the Certificate of Completion Clerical and the Associate of Applied Science Administrative Office Professional.

Employment of receptionists and information clerks is expected to increase by 15 percent from 2008 to 2018, which is faster than the average for all occupations. Employment growth will result from growth in industries such as offices of physicians and in other health practitioners, legal services, personal care services, construction, and management and technical consulting.

Credits earned in this program can be applied to the Associate of Applied Science Administrative Office Professional, the Certificate of Completion Clerical, and the Certificate of Completion Bookkeeping Clerical.

PROGRAM STUDENT LEARNING OUTCOMES

Upon successful completion of this program the student will be able to:

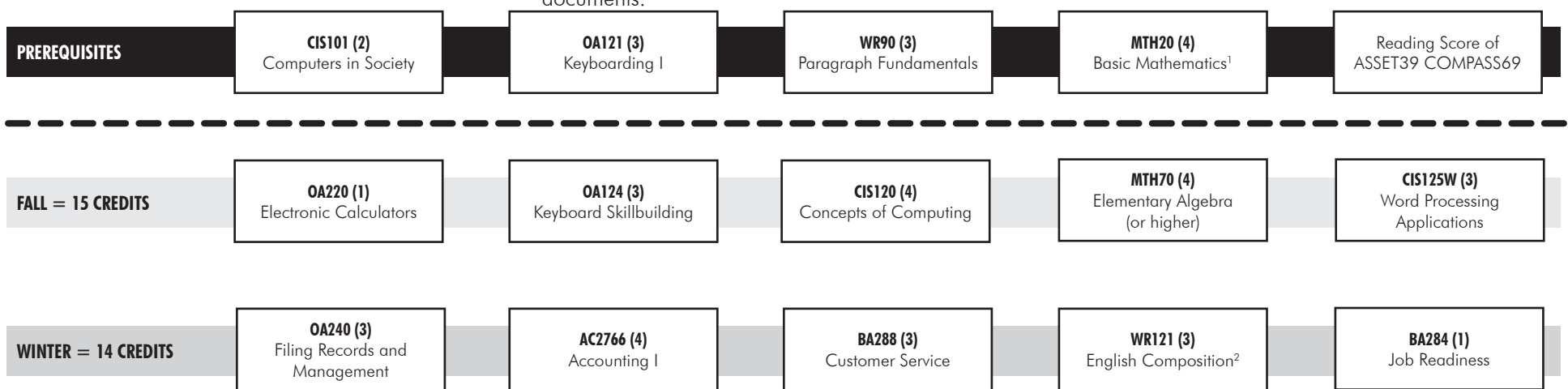
- Provide customer service according to specific instructions.
- Use computer and phone systems to schedule, e-mail, and organize according to specific instructions.
- Enter data accurately (requires basic math, keyboarding, and copying skills).
- Accurately produce, edit, and proofread business documents.

- Follow professional business procedures and standards.
- Store, locate, and retrieve information to support office personnel.

GRADUATION REQUIREMENTS

Students must complete a minimum of 29 credit hours with a minimum Grade Point Average (GPA) of 2.0 (C) average or better. All courses must be passed with a grade of 'C' or better. Nine (9) of the last 12 credits must be earned at Southwestern before the Clerical: Career Pathway Certificate of Completion: Receptionist is awarded.

Complete the graduation application process one term prior to the term of completion (i.e., spring term graduates must apply during winter term).



29 CREDITS = TOTAL PROGRAM REQUIREMENTS

PROGRAM NOTES

¹MTH55 may be substituted for MTH20.

²WR115 may be substituted for WR121.