

Program Information:

Length of Program: 25 Credits
Completion Award: Certificate of Completion
Enrollment: Every Quarter
Approximate Quarterly Costs: \$25-\$85
(in addition to tuition, books and parking)

Website: www.shoreline.edu/busad/genbustech01.aspx

Program Advisors:

Gail Dalton
206-546-4773 gdalton@shoreline.edu Rm 1420
Ray Spizman
206-546-4539 rspizman@shoreline.edu Rm 1421

Program Description:

Shoreline Community College offers a short-term Certificate of Completion (CC) in Office Assistant/Receptionist leading to an entry-level position in an office setting. Students interested in advancement are encouraged to enroll in longer courses of study to complete additional certificates or associate degrees in Business Technology. Students pursuing a four-year baccalaureate degree in business should follow the Business Associate in Arts (AA-DTA) direct transfer degree planning guide.

Office Assistant/Receptionist —What is it?

Office Assistants and Receptionists facilitate internal and external communication for customers, as well as the flow of business within and between organizations. They greet and assist customers, keep records, file documents, and support supervisors and/or managers. For advanced study, consider a Certificate of Proficiency or an Associate in Applied Arts and Science (AAAS) degree in Business Technology.

Program Outcomes:

Students who successfully complete this program—**by achieving a grade of 2.0 or better for each individual course in the program**—should have:

1. A working knowledge of word processing.
2. A working knowledge of current business communications.
3. An ability to communicate positively to internal and external customers.
4. An ability to organize office documents.

Career Opportunities—What can I do with a Certificate in Office Assistant/Receptionist?

Graduates with general office and human relations skills are prepared for entry-level positions in a variety of business settings. Potential positions include Receptionist, Office Clerk, Office Assistant and Office Coordinator. The average median wage is \$13.50 - 15.00 per hour.

Potential employers include: Small businesses, corporations, government agencies, non-profits, schools, health care facilities—or any business or organization requiring basic office and customer service skills. For more, please visit career information and resources at <http://www.shoreline.edu/counseling-center/career-counseling.aspx>.

Program Prerequisites: Placement into ENGL 099 Analytical Reading and Writing, or successful completion of EAP 099 English for Academic Purposes; and BUSTC 101 Beginning Keyboarding, or 40 NWPM.

CERTIFICATE OF COMPLETION – 25 Credits

| PROGRAM REQUIREMENTS | | | |
|-------------------------------------|-----|----|----|
| Course | QTR | GR | CR |
| BUS 104 Human Relations in Business | | | 5 |
| BTWRT 115 Business English | | | 5 |
| BUSTC 102 Speed Keyboarding | | | 5 |
| BUSTC 112 Filing | | | 2 |
| BUSTC 128 Word 2016, Level 1 | | | 5 |
| BUSTC 180 Outlook 2016 | | | 3 |

Note: Every effort has been made to ensure the accuracy of the information in this publication. However, the information is subject to change without notice and final career decisions are the responsibility of the student.

RECOMMENDATIONS:

CERTIFICATE COMPLETION

Students should automatically receive their Certificate after successful completion of all required courses. If you have not received your Certificate, please contact the Workforce Education Programs in FOSS 5100 or call 206-546-5876.