

**Northwest Arkansas Community College
Business and Computer Information Courses**

OSIM 1013 Administrative Office Management (On Demand)

Catalog Description

This course integrates human resources management and office technology with concise, non-technical coverage of office systems and automation, office productivity, with continuing emphasis on professionalism, confidentiality, and customer service. Development of an ergonomic work environment is presented as well as priority setting and decision making. (Outside lab time will be required.)

Prerequisite: None

Credit Hours: 3

Target Audience and Transfer

This course is offered for students majoring in some area of business administration. It presents principles and methods of successful office administration and management. Completion of this course will be helpful to students moving into entry-level office management positions. The course will not transfer.

General Course Objectives

Knowledge:

- Learn the duties and responsibilities required of a successful administrative office staff member.
- Learn personal attitudes and human relations skills needed to be successful in today's office environment.
- Develop skill in office protocol, procedures and etiquette.
- Learn to make travel arrangements and to plan business meetings.
- Create documents that are accurate and look professional.

Critical Thinking:

- Learn to make decisions based on the company's policies and procedures.
- Consider security/confidentiality issues related to information created and received.
- Increase personal time management skills to attain higher productivity more easily.
- Decide appropriate and cost-effective methods of information transmission.

Academic Skill:

- Use basic English, computer, and communications skills, and business principles.

Required Text

To be determined.

Required Assessment

Written exams
Completed assignments