

OFFICE SPECIALIST/ RECEPTIONIST (ITC)

Interm Technical Certificate

Career-Technical Program

Interest Areas:

Business Admin. and Management

The Office Specialist/Receptionist program provides coursework required for an intermediate technical certificate that prepares students for entry-level career positions in today's offices. Students who complete this program earn an intermediate technical certificate and will have the foundation to earn an advanced certificate. Students develop skills to enhance their opportunities for employment, including interpersonal skills, telephone skills, and customer relations skills. Students also become proficient using up-to-date computer applications, including word processing, spreadsheets, database, and presentation software.

Contact Information:

Career & Technical Professional Programs Division

Hedlund Building, Room 101

Phone: (208) 769-3226

Program Website (<https://www.nic.edu/programs/office-specialistreceptionist/>)

Program Requirements

Course	Title	Credits
Semester 1		
BOAA-150	10-Key Skill Building	1
CAOT-115	Outlook	1
CAOT-120	Word Processing/Word I	1
CAOT-121	Word Processing/Word II	1
CAOT-122	Word Processing/Word III	1
CAOT-140	Database/Access I	1
CAOT-150	PowerPoint	1
CAOT-164	Computer Fundamentals for Technical Programs	1
CAOT-183	Business Editing and Proofreading	3
CAOT-204	Career Leadership	1
Select one of the following:		3-5
BLDR-120	Financial Business Applications	
GEM 3 - Mathematical Ways of Knowing		
Credits		15-17
Semester 2		
CAOT-130	Spreadsheets/Excel I	1
CAOT-131	Spreadsheets/Excel II	1
CAOT-132	Spreadsheets/Excel III	1
CAOT-166	Living Online for Technical Programs	1
CAOT-184	Records Systems Management	3
CAOT-205	Business Document Formatting/Transcription	2
CAOT-210	Office Procedures and Technologies	3
CAOT-292	Administrative Support Internship	3
Credits		15
Total Credits		30-32

Course Key



GEM



AAS

Institutionally
Designated



Gateway



Milestone

Program Outcomes

Upon completion of the program, students should be able to:

1. Demonstrate appropriate work relationships and habits, communication skills, and computation skills used in an entry-level front office position.
2. Use a variety of computer applications to produce multiple documents required in a variety of office settings.
3. Conduct internet searches to locate business information; analyze and evaluate its usefulness in given business scenarios.
4. Examine planning and leadership skills and characteristics and evaluate the role they play in organizational success.
5. Use problem solving, interpersonal, and collaborative skills to complete work independently or in a team in an ethical and professional manner.
6. Utilize business terminology and vocabulary to communicate in both written and oral forms following rules of confidentiality.
7. Develop, edit, format, and proofread, correspondence that meet acceptable business standards.
8. Demonstrate the ability to use innovative technologies (such as teleconferences, webinars, blogs, social media, web pages, cloud-based platforms, etc.) in an office environment.
9. Demonstrate professionalism through acceptable attitude, organization and time management skills, and attire.