

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.