

OFFICE SPECIALIST, CAREER PATHWAY CERTIFICATE OF COMPLETION

The Career Pathway Certificate of Completion: Office Specialist prepares students for immediate employment as an entry-level professional in a variety of industries, including health care, finance, construction, and technical services. Coursework focuses on skills most requested by employers across the board, including written and oral communication, organization, customer service, and computer proficiency in Microsoft Word and Excel.

Employment in these types of occupations in 2012 was much larger than the statewide average for all occupations. The total number of job openings is projected to be much higher than the statewide average number of job openings for all occupations through 2022.

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

Click here (<https://www.socc.edu/pathways/roadmapsaz/152-administrative-office-professional>) to learn how this Career Pathway Certificate can lead to an AAS Administrative Office Professional degree.

Graduation Requirements

Students must complete a minimum of 28 credit hours with a minimum Grade Point Average (GPA) of 2.0 or better. All courses must be passed with a grade of 'C' or better. One course must be completed at Southwestern before the Career Pathway Certificate of Completion: Office Specialist is awarded.

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

Pre-Program Courses

Students are required to take the following courses *prior* to the program courses, depending on students' college placement information. See advisor for details:

Code	Title	Credits
CIS90	Computer Basics	2
MTH20	Basic Mathematics	4
OA121	Beginning Keyboarding	3
WR90 or WR90R	Paragraph Fundamentals Academic Literacy	3-4

Program Guide

Course	Title	Credits
First Year		
Fall		
CIS125W	Word Processing Applications	3
MTH82	Business Mathematics ¹	4
OA124	Keyboard Skill Building	3
OA220	Electronic Calculators	1

WR115 or WR121	Introduction to Expository Writing or English Composition	3
Credits		14
Winter		
AC2764 or BA212	Small Business Accounting or Principles of Accounting II	4
BA288	Customer Service	3
CIS120	Concepts of Computing	4
OA240	Filing and Records Management	3
Credits		14
Total Credits		28

¹ MTH98 Math Literacy or higher may be substituted for MTH82 Business Mathematics.

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 to organize/complete tasks, communicate effectively, and schedule self or others, 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 perform routine duties in a professional environment.