OFF 285: ADMINISTRATIVE OFFICE PROCEDURES

Citrus College Course Outline of Record

Heading	Value
Effective Term:	Fall 2019
Credits:	3
Lecture Hours :	54
Lab Hours:	0
Hours Arranged:	0
Transferable to CSU:	No
Transferable to UC:	No
Grading Method:	Standard Letter, Pass/No Pass

Catalog Course Description

This is a course in office procedures and protocol for the person preparing for an office career. It emphasizes continuous self-evaluation and self-development in the areas of basic office skills, professional responsibilities, communication, and human relations. 54 lecture hours.

Course Objectives

- demonstrate an understanding of the following office practices and their proper application to given business situations:
- communication including written, verbal, and global technology and etiquette
- assess individual strengths and weaknesses and formulate an effective plan to seek employment including application, testing, and interviewing procedures
- business forms, shipping and postal regulations
- travel arrangements, meeting and event planning
- filing and managing office records
- bookkeeping including payroll
- cash receipts and disbursements
- receptionist telephone and visitor etiquette
- customer service and leadership skills
- itinerary planning and working with teams

Major Course Content

1. Workplace
   a. Workplace Organization
   b. Administrative Professional Qualifications
2. Professional Image
   a. Characteristics of a Professional
   b. Professional Look
   c. Understanding Business Etiquette
3. Workplace Teams
   a. Teamwork
   b. Team Composition
   c. Diversity in the Workplace
   d. Effective Workplace Teams
   e. Productive Team Communication
4. Self-Management
   a. Managing Yourself
   b. Managing Stress
   c. Managing Your Work
5. Ethical Theories and Behaviors
   a. Ethics
   b. Characteristics of Ethical Organizations
   c. Making Ethical Decisions
   d. Characteristics of Ethical Administrative Professionals
6. Leadership
   a. What is Leadership?
   b. Leadership Theories
   c. Leadership Styles
   d. Leadership Traits
   e. The Administrative Professional as a Successful Leader
7. Customer Service
   a. Customer Service Skills
   b. Customer Service Strategies
   c. Handling Difficult Situations
8. Written Communications
   a. Effective Written Communication
   b. Writing Effective Messages
   c. Guides for E-mail, Letters, Memos, and Reports
9. Verbal Communication and Presentation
   a. Verbal Communication
   b. Non-verbal Communication
   c. Telephone Communication
   d. Business Presentations
10. Global Communication--Technology and Etiquette
    a. Global Communication
    b. Technology Issues
    c. Technology Etiquette
11. Managing Records
    a. Importance of Records Management
    b. Managing Physical Records
    c. Alphabetic Indexing Rules
    d. Records Storage Systems
12. Managing Electronic Records
    a. Managing Electronic and Microfilm Records
    b. Records Retention, Transfer, and Disposal
13. Personal Finance and Investment Strategies
    a. Planning and Budgeting
    b. Investments
    c. Payroll Deductions
    d. Credit
    e. Organizational Financial Statements
14. Meeting and Event Planning
    a. Effective Meetings
    b. Meeting Roles and Responsibilities
    c. Conferences and Conventions
15. Travel Arrangements
    a. Domestic Travel
    b. International Travel
    c. Organizational Travel Procedures
16. Workplace Mail and Copying

    a. Handling Mail
    b. Office Equipment and Green Practices
17. Job Search and Advancement
    a. Analyze Your Skills, Abilities, and Interests
    b. Adopt a Job Search Plan
    c. Prepare Employment Documents
    d. Interview Successfully
    e. Job Advancement and Changes

Suggested Reading Other Than Required Textbook

How 12, An Administrative Office Professional Manual published by Cengage; Authors Clark & Clark.

Examples of Required Writing Assignments

You and two or three of your class mates have decided you want to be virtual office professionals and form a business together. As a team, develop a plan to use technology to connect with your clients. Describe the equipment and software you might need for a variety of communication methods.

Examples of Outside Assignments

Draft an e-mail to your team that discusses upper-level managers' complaints from lower-level managers about employees using worktime to do online shopping, banking, and social networking.
Create a letterhead for a business of your choosing that you can use when writing letters or memorandums. Use block format and open punctuation. Save the letterhead using Word Quick Parts feature. Include all necessary information and an appropriate graphic.

Instruction Type(s)

Lecture, Online Education Lecture