School of Continuing Education
& Workforce Development

Short Term Certificate Programs

OFFICE SUPPORT SPECIALIST CERTIFICATE

Program Overview: The Office Support Specialist Certificate offers students the opportunity to set themselves apart from other applicants in Information technology as well as provide those traditional job skills needed for re-entry into the office job markets. Basic keyboarding is a skill necessary for successful course completion.

- ✓ **OFFICE SUPPORT I – PC BASICS:** Participants will learn methods to increase their office's productivity and efficiency.
- ✓ **OFFICE SUPPORT II – INTRODUCTION TO SOFTWARE: WORD AND EXCEL:** Participants will learn the fundamentals of the word processing software, Microsoft Word, including saving files, cutting, copying, pasting, formatting, inserting tables, headers and footers, and mail merge. In the spreadsheet software, Microsoft Excel, participants will learn how to manage workbooks, including formatting cells, rows and columns, using background colors, sorting data and the use of charts.
- ✓ **OFFICE SUPPORT III – ADVANCED SOFTWARE: ACCESS AND POWERPOINT:** Participants will learn how to effectively use two of the more advanced office software: Microsoft Access and Microsoft PowerPoint.
- ✓ **OFFICE SUPPORT IV – OFFICE PRECEDURES:** Participants will learn proper procedures in office management. Participants will also learn to communicate more effectively with their company's internal and external audiences, (verbal, printed, and technological communication), maintain records, word processing, financial analysis, and office automation.