

Administrative Assistant**Free Career Workshop**

Learn about the classes we offer and how they can help you work toward a career as an administrative assistant. Call 586.498.4000 or email continuinged@macomb.edu to reserve a spot.

W1/18.....6-7 PMCTR H210

Administrative Assistant Professional Certificate

Prerequisite: Basic Workplace Computing Certificate or the equivalent knowledge

Skilled and professional administrative assistants are invaluable members of an organization. Learn how to gain a business edge with an on-time efficient office, improved communication skills, and stellar customer service. Use interactive exercises to practice new skills in a fun, high-energy environment. Earn the Administrative Assistant Professional Certificate by completing all 5 program courses.

Students may enroll in Basic Workplace Computing Skills while they are taking the five program courses listed below.

Professionalism for the Administrative AssistantBSNS-8005

Discover the 9 skills needed to become a successful administrative assistant. Explore workplace teams and effective team behavior. Learn how to arrange effective meetings, travel and much more. Text required, see page 46. (4 sessions)

92878MW.....2/6-2/15.....6 PM-8:55 PM\$149CTR H215B. Rogers

Customer ServiceBSNS-8006

Become a superior customer service representative. Examine customer interaction and the traits of top organizations. Explore ways to add value to every transaction along with the best practices used to create loyal, life-long customers. (4 sessions)

92860MW.....2/20-2/29.....6 PM-8:55 PM\$149CTR B128L. Pittman

Bookkeeping for the Administrative Assistant.....BSNS-8009

Learn accounting terminology and the purpose of financial statements. Explore original entry books and the general ledger. Discover how bookkeeping is a communication tool to users of the data. Text required, see page 46. (3 sessions)

92863MW.....3/12-3/19.....6 PM-8:55 PM\$119CTR B128M. Kramer

Business Communications.....BSNS-8007

Through interactive sessions learn how to develop effective internal and external communication, and easily interact at business meetings or with customers. Text required, see page 46. (4 sessions)

92861MW.....3/26-4/11.....6 PM-8:55 PM\$149CTR B107B. Rogers

No class on: 4/2/12 & 4/4/12

Organizing Skills.....BSNS-8008A

Increase efficiency and effectiveness with organization skills. Explore work style, workspace functionality and productivity, time management, paper and electronic record keeping, and timely and organized workflow and follow-through. Text required, see page 46. (4 sessions)

92862MW.....4/16-4/25.....6 PM-8:55 PM\$149CTR B128B. Rogers

Call 586.498.4000 or email continuinged@macomb.edu after completing all required classes to request your Macomb WCE program certificate.