

LOCATION: Online

Administrative Office Assistant with Customer Service and Remote Worker

Program Description:

The Administrative Office Assistant with Customer Service and Remote Worker Program prepares students for employment in entry-level office and administrative positions in the office and working remotely. Students will learn how to apply excellent customer service, desktop software support and administrative solutions in both a physical office environment and working remotely from home. Students successfully completing this program will be prepared to work in various office environments and virtually if their employer requires.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

Program Details:

The overall program has four integrated components:

- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving, Digital Literacy and Career Management
- Exceptional Customer Service: Includes preparation for certification exam from the National Retail Federation Foundation (NRFF) in Customer Service
- Administrative Office Assistant Training: Office Communication Systems, Office Organization Principles, and Communications Management
- Remote Worker Certification

Program Prerequisites: 18 years of age or older, High School Diploma or equivalent, Internet access, Basic to intermediate computer proficiency.

Expected Award: UCM Certificate of Completion | Certification in Customer Service, Remote Worker Certification

Tuition: \$3395 (includes, books, fees and exam costs)

Additional Fees: Laptop, \$400

Contact Hours (including out of class work): 200

Delivery Format: Online with Instructor Interaction

For more information, visit ucmo.edu/workforce
or contact us at extstudies@ucmo.edu.