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### AMGT 240.50: Administration Support for the Office

Niki L. Robinson

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**MISSOULA COLLEGE - THE UNIVERSITY OF MONTANA  
BUSINESS TECHNOLOGY DEPARTMENT**

**COURSE SYLLABUS**

**COURSE NUMBER AND TITLE: AMGT240-AU18-Robinson**

Administrative Support for the Automated Office

**DATE REVISED: Fall 2018**

**SEMESTER CREDITS: 3**

**PREREQUISITES: Basic computer knowledge, CAPP120**

**FACULTY: Niki Robinson**

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**PHONE: 243-7802**

**OFFICE LOCATION: Missoula College, #406**

**OFFICE HOURS: by appointment**

**COURSE DESCRIPTION:** Study of current office procedures, duties and responsibilities applicable to the scope of the administrative assistant's role in today's workplace. Topics include information and records management, business communications, travel and meeting coordination, business documents, human resource tasks, organization, and social media management.

**STUDENT PERFORMANCE OUTCOMES:**

Upon completion of this course, the student will be able to:

1. Explain how business has changed and understand the impact of technology on business organizations and the role of the administrative support staff.
2. Develop the skills, knowledge, attitudes and traits employers expect of an administrative assistant.
3. Identify strategies to manage time, stress, workstations, and issues related to health, safety, and job performance.
4. Prepare effective and professional communications including telephone, email, business documents, presentations, and traditional mail.
5. Prepare and organize meetings, conferences, and travel arrangements.
6. Apply filing procedures for physical and electronic records, as well as classification of records, filing rules, and records retention schedules.

7. Develop a framework of social media platforms, including community, commerce, publishing, and entertainment zones.
8. Explain the Infrastructure of Social Media including the Value chain, channels/hosts, supporting software, services, and devices.
9. Use social networking for enabling teamwork and enhancing collaboration in a variety of ways.
10. Understand the functions of human resource management including hiring, training, evaluation, compensation, and basic employment law.

## STUDENT PERFORMANCE ASSESSMENT METHODS AND GRADING PROCEDURES:

Total points earned divided by total points possible will represent the percentage grade.

Grading Scale:

A = 90 - 100

B = 80 - 89

C = 70 - 79

D = 60 - 69

**ATTENDANCE POLICY:** It is expected that students will attend/check Moodle regularly. Assignments must be submitted to the instructor by the stated time and due date. Late assignments will be dropped one letter grade. Make-up tests are not offered unless prior arrangements are made with the instructor.

**REQUIRED TEXT:** *The Administrative Professional: Technology & Procedures (14e)*, by Fulton-Calkins ISBN: 13: 9780538731041

## COURSE OUTLINE:

### **I. The Work World of the Administrative Professional**

- A. Entering the workforce (Ch. 1)
  1. Changes in the workplace
  2. Qualities and skills needed
  3. Employer expectations
- C. Becoming a Professional (Ch. 2)
  1. Attitude
  2. Professional Image
  3. Professional Organizations
  4. Career opportunities

- D. Managing and Organizing Oneself (Ch. 3)
  - 1. Setting and achieving goals
  - 2. Managing stress
  - 3. Time Management
  - 4. Managing workspace, workload, files
  - 5. Relationships
  
- E. Working ethically (Ch.4)
  - 1. Laws and ethical standards
  - 2. Diversity
  - 3. Worker's rights
  - 4. Whistleblowing
  
- F. Workplace Teams (Ch. 5)
  - 1. Business Etiquette
  - 2. Developing a Customer Focus (Ch.6)
  - 3. Problem-solving
  - 4. Customer Service skills
  
- G. Human Resources (no textbook chapter)
  - 1. Recruiting, screening, hiring
  - 2. Orienting and training
  - 3. Employee Manuals, Policies and procedures
  - 4. Evaluations
  - 5. Basic Employment Law
  - 6. Managing Leave requests

## **II. Communications and Information Management**

- A. Improving Communication Skills (Ch.7)
  - 1. Effective Listening
  - 2. Verbal and Nonverbal Communications
  - 3. Written – memos, business letters, E-mail, reports
  
- B. Presentation Skills (Ch. 8)
  - 1. Developing and delivering presentations
  
- C. Telecommunications (Ch.9)
  - 1. Telephone logs and visitor records
  - 2. Incoming and outgoing calls
  - 3. Voice messaging
  - 4. FAX machines
  - 5. Multi-function printer/copier/scanner/FAX
  - 6. Smart phones, paging devices, texting
  - 7. Video conferencing
  
- D. Office Reception
  - 1. Appointment making, canceling, rescheduling
  - 2. Manual and electronic calendaring using Outlook

- E. Risk Management
  - 1. Office safety
  - 2. Security systems and options
  
- F. Social Media and Marketing
  - 1. Social media platforms
    - a. Social Community zone
    - b. Social Commerce zone
    - c. Social Publishing zone
    - d. Social Entertainment zone
  
  - 2. Social media vehicles
    - a. Websites
    - b. Facebook
  
  - 3. Social Media Marketing
    - a. Target Markets
    - b. Objectives
    - c. Campaigns
    - d. Monitoring and Measurement
    - e. Social Networking

### **III. Records Management (Ch. 11)**

- A. Document processing, storage and retrieval
- B. Equipment and supplies needed
- C. Filing procedures and rules
- D. Procedures for Records Retention (Ch. 12)
  - 1. Retention Schedule
  - 2. Classification of Records
  - 3. Active to inactive
  - 4. Perpetual and periodic transfer
  
- E. Handling Mail and Retaining Records (Ch. 12)
  - 1. Preparing and sending Outgoing mail
  - 2. Handling Incoming mail effectively, annotation

### **IV. Organizing Business Meetings (Ch. 10)**

- A. Planning and scheduling, Agendas
- B. Taking, preparing, and distributing minutes of a meeting
- C. Scheduling conferences and conventions

### **VI. Using the Internet to make Travel arrangements (Ch. 13)**

- A. Transportation and hotel reservations
- B. Itineraries