

Administrative and Office Support Program

Frequently Asked Questions

What is Administrative and Office Support?

This is a broad area encompassing any and all of those positions that aid management in the day-to-day operations of the business as well as the planning necessary for continued growth and profitability. AOS is a program designed to help students attain the skills and knowledge necessary to fulfill the challenging responsibilities of a number of roles in the business world, such as administrative assistant/executive assistant, account representative, customer service representative, information management specialist, accounting clerk, or receptionist.

What skills are important?

Proficiency in computer applications (word processing, database, spreadsheets, and presentation software), written and oral communication skills, problem-solving and decision-making ability, human relations skills, time and work management are just some of the skills that are critical for success in business today.

Positions in administrative and office support range from entry-level jobs requiring minimal skills and training to positions of greater responsibility requiring **top-notch** technical skills and well-developed abilities in the areas of communication, organization, information and resource management, and supervision.

Where would you work and what is the outlook?

Administrative professionals provide the backbone of any successful business. Positions are available in virtually any size company and in virtually any field—major corporations, small businesses, professional offices (legal and medical), financial institutions, educational institutions, and government offices. MCC graduates are employed in many large and small companies in Muscatine and the surrounding communities; for example, Stanley Consultants, Bandag Incorporated, HNI Corporation, Allsteel, Central State Bank, First National Bank, Muscatine Community School District, MidAmerican Energy, Muscatine Power and Water, Unity Physician Clinics, Unity Hospital, Temp Associates, Muscatine Community College, Musco Lighting, Herbert Hoover Presidential Library Association (West Branch), and The University of Iowa.

Employment opportunities are rich for highly skilled, motivated, and dedicated graduates. According to the Bureau of Labor Statistics, employment in administrative support positions is expected to grow by up to 8 percent by 2014.

What salary can you expect?

Salaries for administrative and office support professionals will vary depending on geographic location, size of business, type of industry, and ability of the individual. The salaries listed below are average national starting salaries:

Senior Executive Assistant	\$42,000 to \$57,750
Office/Facilities Manager	\$33,750 to \$42,250
Administrative Assistant	\$26,500 to \$35,500
Human Resources Assistant	\$27,250 to \$37,500
Customer Service/Call Center Representative	\$23,000 to \$30,500
Receptionist	\$21,250 to \$28,500
Source: <i>OfficeTeam 2011 Salary Guide</i>	

What does MCC offer?

- **Flexible Schedule** – Four-week modular scheduling, day and evening classes, online classes, and **multiple exit points**—degree, diploma, certificates—are available.
- **Advanced Placement** – Credit for prior learning can be obtained through articulation agreements, certifications, and proficiency exams. This is an opportunity to save time and money as you work toward your degree.
- **Financial Aid** – Over \$200,000 in scholarships is awarded annually by the MCC Foundation to first- and second-year MCC students. In addition, Pell Grants and other federal- and state-funded programs are available.
- **Student Organization** – Membership in **Business Professionals of America** provides an opportunity to learn leadership and team building skills through participation in projects and activities on campus, in the community, and at the state and national levels. Students attend state and national leadership conferences and compete in the Workplace Skills Assessment Program—MCC is the home of several national champions! Sheila Stroughmatt, one of our MCC students, served as the 2006-2007 State Vice President. For the past three years, MCC has earned the state trophy for fundraising for Special Olympics.
- **Occupational Experience** – AOS students complete a work experience that provides valuable on-the-job learning opportunities to develop additional workplace skills and allows the students to earn money to help with college expenses.

Additional Questions?

Jan Fasse
Business Instructor
(563) 288-6026 or jfasse@eicc.edu