Business Management & Administration Cluster

Administrative Support Pathway – Administrative Support facilitates business operations through a variety of administrative and clerical duties including information and communication management, data processing and collection, and project tracking.

Administrative Assistant – This major prepares students for careers in administrative support and office management. Students gain high-level technology and managerial skills needed for success in competitive business careers. Office procedures, telephone etiquette and the integration of computer software packages are also covered in this major. Students gain skills required for the Certiport IC3 and Microsoft Office Specialist certifications.

Administrative Medical Assistant – This major prepares students for administrative careers in a wide variety of medical office settings. Students learn fundamental and advanced technology skills along with medical terminology, patient billing, insurance, transcription and coding. Students gain skills required for numerous industry-related certifications.

Bilingual Customer Service Representative – Bilingual Customer Service prepares students to be successful in office environments that have a need for bilingual communications. Students learn computer applications, business communications and data entry and customer assistance skills. Intense English language acquisition is included. Students gain skills to prepare for the Microsoft Office Specialist (MOS) and Brainbench certifications.

Court Reporter – Court reporters are highly trained professionals possessing the skills to convert the spoken word into information that can be read, searched and archived.
In this career major, students are introduced to the rules of business English, law and legal terminology and courtroom procedures. In addition, speed and accuracy are developed through a series of speed building courses, and students must reach minimum requirements to progress to the next level. Students are also introduced to the basic concepts and applications of computer-aided transcription. Students obtain the skills required to become a certified court reporter.

Customer Service – This major prepares students for careers in customer service. Customer service representatives are employed by a wide range of businesses to serve as a direct point of contact with customers. They interact with customers in person, by phone or other electronic means to answer questions about products or services or to handle and resolve complaints. In this major, students gain both the technical and interpersonal skills needed to effectively serve customers.

Executive Administrative Assistant – This career major prepares students in higher-level content and strategies necessary to effectively engage students in technology and managerial skills needed for success in competitive business careers. This career major is designed to enhance administrative support, accounting and management skills needed in the workplace in administrative support and office management. Students gain high-level technology and managerial skills needed for success in competitive business careers.

Legal Office Assistant – This major prepares students for careers as legal support professionals. Students acquire the necessary terminology and knowledge of legal procedures to provide clerical and administrative assistance to attorneys and paralegals. Students learn the advanced software skills needed to prepare complex legal documents as well as effective verbal and non-verbal communication techniques. Students are introduced to many of the legal specialty areas such as real estate, criminal law and bankruptcy. Students gain skills required numerous industry-related certifications including ALS, the basic certification for legal professions awarded from NALS, a national association for legal professionals.

Legal Receptionist – This major prepares students for entry-level positions in the legal field. Students learn the concepts, principles and attitudes needed to be successful in a legal office. They gain basic office and computer skills along with legal terminology, ethics and communication techniques. Students gain skills required for industry-related certifications.

Medical Office Assistant – This major prepares students for entry-level employment in a variety of health care facilities. Students learn administrative routines and procedures followed in a medical office including correct medical terminology and advanced computer skills. Medical office accounting procedures, including patient billing and processing medical insurance claims, are covered. Students learn about major insurance programs and federal health care legislation. Students gain skills required for numerous industry-related certifications.

Medical Transcriptionist – This major prepares students to transcribe dictated recordings made by physicians and other health care professionals into medical reports, correspondence and other administrative material. Emphasis is on developing transcription skills from voice media into usable medical communications. Correct formatting of medical documents, medical definitions and correct spelling of medical terminology are emphasized. In addition to transcription skills, students learn patient billing and medical insurance procedures. Students gain skills required for numerous industry-related certifications.

Microsoft Office Specialist – The students will become certified in Microsoft Office Specialist area. This includes: Word, Excel, Access, PowerPoint, Outlook and optional Vista.

Office Information Specialist – In this major students gain the technical and managerial skills needed for success in competitive business careers. They learn to integrate multiple software applications used in office settings. In addition, students acquire graphic web and digital communications skills. Students learn a variety of software packages used in desktop publishing and web design and develop the fundamental skills needed to create, revise, optimize and export graphics. Students gain skills required for numerous industry-related certifications including Adobe and Certified Internet Webmaster (CIW) credentials.

Project Administrative Assistant – This career major will introduce students to the principles, concepts, and software applications used in the management of projects. Through project-based learning, students will understand how to use the framework of initiating, planning, executing, monitoring and controlling, and closing a project in authentic situations.

Scopist - This career major prepares students to review, edit and proofread court transcripts. Students will learn computer transcription programs, legal and medical terminology and speed building skills to increase transcription rates.**Restricted for use by designated schools only.