

BUSINESS INFORMATION TECHNOLOGY

BUSINESS OFFICE SYSTEMS AND SUPPORT (BOSS)

OVERVIEW

The Occupations

Administrative Aides, Administrative Specialists, Senior Administrative Assistants, Executive Assistants, Senior Executive Assistants, Accounting Assistants, Information Technicians, Office/Facilities Coordinators and Administrators

About the Occupations

Now more than ever, administrative assistants and front office professionals play an integral role in the success of an organization. These administrative professionals are skilled at performing a variety of administrative duties. They are becoming members of the management team and assuming roles once reserved for managerial and professional staff members. Many opportunities await those professionals who master technology and use their interpersonal and communication skills effectively.

The Business Office Systems and Support (BOSS) Program is structured to prepare students for a wide range of front office careers using state-of-the-art technology software. The program courses are specifically designed to develop competencies in office procedures, software applications, basic accounting skills, organizational skills, office management, project management, and the essential workplace soft skills. These skills are essential to upgrading existing work knowledge. As technology continues to advance, retraining and continuing education will be an essential part of jobs in business.

CAREER OUTLOOK

WORK ENVIRONMENT	
Employers	<ul style="list-style-type: none"> • Business, industry, and government agencies • Colleges, universities, professional schools, and public schools • Billing service organizations • Insurance companies • Banks and insurance companies
Typical Schedule	<ul style="list-style-type: none"> • Work customarily during weekdays • 35-40 hour work week • May telecommute or have a flexible working arrangement
Tools and Equipment	<ul style="list-style-type: none"> • Computers (hardware and software) Automated office equipment • Forms, budgets, reports, records, and schedules • Correspondence, invoices, catalogs, and brochures • Web and virtual conferencing
WORKER PORTRAIT	
Skills and Aptitudes	<ul style="list-style-type: none"> • Skilled in the latest office trends, culture, and technology • Highly productive and makes efficient use of technology • Excellent oral and written communication skills • Flexible, shows initiative and has the ability to work and make decisions independently • Displays professionalism, integrity, and honesty • Works well under pressure and consistently meets deadlines • Listens effectively and uses good judgment, discretion, and common sense • Thinks critically, uses sound reasoning, and makes ethical decisions • Strong interpersonal skill, a team player, respects diversity • Adapts to the changing workforce
Interests	<ul style="list-style-type: none"> • Likes to work with and meet people • Enjoys keeping things organized and running smoothly

• Interested in new technology and a variety of work settings	
OUTLOOK	OCCUPATION
Good	Executive Secretaries & Executive Administrative Assistants
Good	Accounting Assistants & Auditing Specialists
Good	Administrative Assistants, Secretaries
Excellent	Receptionists, Information Clerks
POSITION	SALARY (PER YEAR)
Executive Secretaries & Executive Administrative Assistants	\$51,270
Accounting Assistants	\$27,554 - \$52,000
Administrative Assistants, Secretaries	\$33,240

DEGREE/CERTIFICATE

CONCENTRATION OPTIONS	DEGREE / CERTIFICATE TYPE	DEGREE PLANS
Business Office Systems & Support (BOSS)	Associate in Applied Science	View Degree Plan
Administrative Professional I	Certificate	View Degree Plan
Administrative Professional II	Certificate	View Degree Plan

FACULTY