



Certified Office Administrator  
Sample Material  
VS-1017

**Vskills Certifications**

Vskills Reading Material



# 1. OVERVIEW OF OFFICE ADMINISTRATION

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## *Job of an office assistant*

The job of an office administrator is to relieve your employer of the great deal of work, especially the details of office procedure and other matters that do not require the employer's personal involvement. As an office administrator your job is to act as a mediator between your boss and the rest of the company. Sometimes an office administrator acts as a buffer. Everything done by an office administrator for the employer must duplicate as closely as possible what he/she would do if not absorbed in work that could not be delegated.

### 1.1. Qualities required in an office assistant

The most important qualities that an employer seeks in an office administrator are as under

- ✓ Punctuality: An employer always wants an office administrator to be consistently punctual and always on hand during working hours. Not being active and punctual at work may give a picture of disinterest and apathy towards work. There is a possibility that he/she may be passed over or terminated in favor of someone with greater respect for job.
- ✓ Urge to learn: An employer is always interested to know the educational level of the applicant, not only formal programs or degrees but also self-instructions. An employer is always interested to know the capability and willingness of the applicant to learn.
- ✓ Reliability: One of the most important characteristic that an employer wants in an employee is reliability and dependability. An employee with good track record and dedication towards work is considered more trustworthy and faithful.
- ✓ Loyalty and confidentiality: Since it is difficult for an interviewer to assess whether the applicant is loyal or not, but every employer wants its office administrator to possess all these qualities. There is nothing more unwelcoming than human sieve, spreading idle rumors, overhear conversations etc.
- ✓ Ability to take instructions: An employer wants an employer wants its employees to obey instructions carefully. A good employee will take initiative to perform tasks efficiently and improves results. Therefore, an employer wants someone who is an asset for an organization than a handicap.
- ✓ Additional-value: An employer looks for something extra in an office administrative assistant than general qualifications. The boss wants its employee to be flexible, committed, quick-witted, good communication skills and courteous. These additional features help in building cordial relation with clients and colleagues.

### Interview tips

Following are the interview tips

- ✓ Be relaxed
- ✓ Appear on time
- ✓ Be groomed and neatly dressed
- ✓ Don't try to sell yourself

## 1.2. Daily Routine of an Office assistant

There may be variation in the office conditions since you employer may be an entrepreneur working from small office or even from home. An office administrator may be place in a sales office, law office, retail business or doctor's office. Your company may have branches in different states or countries depending upon its size and spread.

The location and condition of the work area can affect the efficiency and competency of the employee. The placement of the workstation physically within the entire office-setup impacts the work and the employees. The placement of the desk-chair, desk, lighting, supplies and computer or typewriter is also an important factor affecting the daily routine of an employee.

## 1.3. Office Supplies

### Audiovisual supplies and Equipments

- ✓ Wall board
- ✓ Message board signs and lettering
- ✓ Laminating equipments and supplies
- ✓ Audiovisual equipments and accessories
- ✓ Binding equipments and supplies
- ✓ Graphic arts and drafting supplies, etc.

### Essential supplies and labels

- ✓ Clips, pushpins, fasteners and rubber bands
- ✓ Cash boxes, coin handling and key control
- ✓ Adhesives and tape dispenser
- ✓ Fluid and tape
- ✓ Paper punches and trimmers
- ✓ Stamps and stamp pads
- ✓ Labels
- ✓ Staplers and staple pins
- ✓ Message pads, memo-book and post-IT notes
- ✓ Name pads and tickets
- ✓ Mailroom supplies
- ✓ Safes and security items, etc.

### Pantry supplies and aid

- ✓ Beverage dispenser
- ✓ Electronic appliances
- ✓ Coffee and hot/cold beverages
- ✓ Cups, plates and utensils
- ✓ Snacks
- ✓ Safety products
- ✓ First aid supplies
- ✓ Time clock, etc.

### Calendar and Planners

- ✓ Address books
- ✓ Appointment books
- ✓ Organizer books
- ✓ Telephone books
- ✓ Calendar and wall planners, etc.

### Business supplies

- ✓ Travel accessories
- ✓ Ring folios and pad holders
- ✓ Catalog and sample cases
- ✓ Business card holders and accessories
- ✓ Backpacks, etc.

### Cleaning supplies

- ✓ Air fresheners
- ✓ Glass cleaners
- ✓ Bathroom cleaners
- ✓ Mops and buckets
- ✓ Brooms and dust pans
- ✓ Soap and hand cleaner
- ✓ Brushes and dusters
- ✓ Sponges and squeegees
- ✓ Floor and carpet cleaner
- ✓ Trash cans and liners
- ✓ General office cleaners
- ✓ Vacuums

### Filing, binding and storages

- ✓ Binder accessories
- ✓ Index tabs
- ✓ Binders and boxes
- ✓ Portfolios
- ✓ Catalog racks
- ✓ Reference system
- ✓ Report covers
- ✓ Dividers and binders
- ✓ Sheet protector
- ✓ Files and tabs
- ✓ Index cards

### Custom printing

- ✓ Business cards
- ✓ Engraved products
- ✓ Human resource forms
- ✓ Custom stamps
- ✓ Envelopes and labels
- ✓ Specialty imprints

### Organizer and desk accessories

- ✓ Bookends
- ✓ Desk trays
- ✓ Cord, cable and management
- ✓ Surface protector
- ✓ Desktop, wall and floor literature holder
- ✓ Desktop collection
- ✓ Hanging wall files
- ✓ Drawer organizer
- ✓ Partition organizer
- ✓ Desktop sorters

### Hardware

- ✓ Air purifier
- ✓ Key control
- ✓ Batteries
- ✓ Ladder and stools
- ✓ Extension cord
- ✓ Light bulbs and tools
- ✓ Fans and heaters
- ✓ Hand trucks
- ✓ Utility cabinets

### Rest room goods

- ✓ Bathroom tissues
- ✓ Paper towels and dispenser
- ✓ Wipes and toiletries
- ✓ Napkins and dispenser
- ✓ Facial tissues

### Printing tools and supplies

- ✓ Inkjet cartridges
- ✓ Laser toner cartridges
- ✓ Printing ribbons
- ✓ Thermal printers

### Office equipments

- ✓ Eraser, pencil/pens, sharpener
- ✓ Highlighters and markers
- ✓ Business forms
- ✓ Clipboards
- ✓ Document covers
- ✓ Seals
- ✓ Tax forms
- ✓ Writing pads
- ✓ Labels and envelopes
- ✓ Record-keeping
- ✓ Paper-rolls

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## 2. TELEPHONE USAGE

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### 2.1. Telephone Manners

For an office administrator it is very important to have a pleasing telephone personality and a well-modulated voice that conveys courtesy and dignity. Your telephone manners represent your employer, therefore reply in a clear tone and never raise voice. Be a good listener and listen to the person at the other end patiently. One must answer as quickly as possible. At all times have a memo pad and telephone near the telephone. If it is necessary to delay for some reason, make a polite request such as “please wait for a moment”. Keep a map of the area on a nearby wall for the sake of outside visitors.

Check whether the person to whom the call is to be transferred is available.

Since the caller might be waiting in a queuing system for quite some time, therefore if you need to transfer the call, make sure that the person you’re going to put them through to is available. Probably the last thing the caller wants is to get diverted to somebody’s voicemail. In some cases, a caller may be happy to leave a message on voicemail so give them that option or, alternatively if that is not convenient, offer the caller the name of the person they should ask for if they want to call back later, giving them the person’s direct number or phone extension if possible.

#### Call Transfer - Phrasing and Etiquettes

It is good etiquette to explain why you need to transfer the call and ask them if it is fine to put them on hold and check if the person is available. If they agree to put them on hold, make sure you come back and give them minute to minute details and check if they would like to continue to hold. In case the caller does not want to discontinue, give them the name and number of the person they should ask for when they call back. In case you are able to make contact with the appropriate person, then go back to the caller and tell them that you are going to put them through to the relevant person.

*Case: When callers do not want to be transferred*

In some cases, a caller may have been waiting for long and transferred from one person to other before you take their call and might be extremely irate and not wish to be transferred anymore having been put through to several others who have not been able to assist them. In situations like these, apologize for the inconvenience this has caused and then take their name and number and tell them you will get the relevant person to call them back. Make sure you also relay this information to the person at work who is going to need to return the call giving them any preferred times the caller wishes them to call back along with any background information about the caller’s issue. Therefore, it is important to practice good etiquette when it comes to call transfers.

#### Taking Messages

It is useful for an office assistant to keep an accurate written record of both, particularly when the employer is not in office. You should record the caller’s name, telephone number, purpose of call or any message. In case the caller has a message to leave for your employer or another employee, take the message word for word. If you do not understand what the caller is saying, ask them to repeat, since this message is very important for the employer. In case you are unfamiliar with

caller name, ask for the spelling and make sure you note whom the message is for. It is advantageous to maintain a telephone message is that you are more likely to take complete information by filling in the printed form asking for relevant information required.

### *Screening calls*

Sometimes it may be required to screen your boss's incoming call. In this case you become the judge as to whether your boss should be disturbed or not. It is extremely important to handle the calls tactfully, so that the caller is not affronted. Many callers will ask your employer by name and will tell you the question they need answered. It is therefore important to confer your boss to know if screening should be done or the call should be put through immediately.

## **2.2. Telephone Etiquettes**

- ✓ Take the call without disruption
- ✓ Never chew gum, eat or drink while you are on call.
- ✓ Always have something available to write
- ✓ Answer calls by second or third ring
- ✓ Be cheerful when answering the calls
- ✓ Speak clearly with controlled volume and speed
- ✓ Be enthusiastic and respectful
- ✓ Greet the caller well
- ✓ Verify the caller by asking "To whom am I speaking to?"
- ✓ Ask the caller "How may I assist you?"
- ✓ Avoid unnecessary jargon and acronyms in your conversation
- ✓ Use the caller's name
- ✓ Observe good learning skills
- ✓ Be empathetic and apologetic in case of any problem
- ✓ Express gratitude for calling and ask them to call again

## **2.3. Voice Mail Etiquettes**

The objective of voice mail is to improve communication without being careless.

### *Points to be considered by the receiver when voice mail facility is made available*

- ✓ Keep your greeting short
- ✓ Inform the caller how and when they can reach you
- ✓ Update your message frequently
- ✓ Keep your message friendly but don't forget being professional
- ✓ Check your voice mail frequently throughout the day
- ✓ Return calls in timely manner
- ✓ Encourage the caller to leave a detailed message
- ✓ Respect the confidentiality of the messages you receive

### *Points to be considered by callers when encountering voice mails*

- ✓ Leave a clear concise message with a phone number
- ✓ Provide a good time to return the call
- ✓ Remember that sometime voice messages are lost somewhere in the system due to accidental deletion of the message



- ✓ Use voice mail as a way of informing that other communication are waiting or coming since voice mail users check voice mails frequently more often than emails or fax machine
- ✓ Never confidential inflammatory or embarrassing messages on a voice mail message

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## Certifications

### ➤ Accounting, Banking and Finance

- Certified AML-KYC Compliance Officer
- Certified Business Accountant
- Certified Commercial Banker
- Certified Foreign Exchange Professional
- Certified GAAP Accounting Standards Professional
- Certified Financial Risk Management Professional
- Certified Merger and Acquisition Analyst
- Certified Tally 9.0 Professional
- Certified Treasury Market Professional
- Certified Wealth Manager

### ➤ Big Data

- Certified Hadoop and Mapreduce Professional

### ➤ Cloud Computing

- Certified Cloud Computing Professional

### ➤ Design

- Certified Interior Designer

### ➤ Digital Media

- Certified Social Media Marketing Professional
- Certified Inbound Marketing Professional
- Certified Digital Marketing Master

### ➤ Foreign Trade

- Certified Export Import (Foreign Trade) Professional

### ➤ Health, Nutrition and Well Being

- Certified Fitness Instructor

### ➤ Hospitality

- Certified Restaurant Team Member (Hospitality)

### ➤ Human Resources

- Certified HR Compensation Manager
- Certified HR Staffing Manager
- Certified Human Resources Manager
- Certified Performance Appraisal Manager

### ➤ Office Skills

- Certified Data Entry Operator
- Certified Office Administrator

### ➤ Project Management

- Certified Project Management Professional

### ➤ Real Estate

- Certified Real Estate Consultant

### ➤ Marketing

- Certified Marketing Manager

### ➤ Quality

- Certified Six Sigma Green Belt Professional
- Certified Six Sigma Black Belt Professional
- Certified TQM Professional

### ➤ Logistics & Supply Chain Management

- Certified International Logistics Professional
- Certified Logistics & SCM Professional
- Certified Purchase Manager
- Certified Supply Chain Management Professional

### ➤ Legal

- Certified IPR & Legal Manager
- Certified Labour Law Analyst
- Certified Business Law Analyst
- Certified Corporate Law Analyst

### ➤ Information Technology

- Certified ASP.NET Programmer
- Certified Basic Network Support Professional
- Certified Business Intelligence Professional
- Certified Core Java Developer
- Certified E-commerce Professional
- Certified IT Support Professional
- Certified PHP Professional
- Certified Selenium Professional
- Certified SEO Professional
- Certified Software Quality Assurance Professional

### ➤ Mobile Application Development

- Certified Android Apps Developer
- Certified iPhone Apps Developer

### ➤ Security

- Certified Ethical Hacking and Security Professional
- Certified Network Security Professional

### ➤ Management

- Certified Corporate Governance Professional
- Certified Corporate Social Responsibility Professional

### ➤ Life Skills

- Certified Business Communication Specialist
- Certified Public Relations Officer

### ➤ Media

- Certified Advertising Manager
- Certified Advertising Sales Professional

### ➤ Sales, BPO

- Certified Sales Manager
- Certified Telesales Executive

**& many more job related certifications**

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