

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY


SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Title: SECRETARIAL CENTRE
Code No.: SPR 240
Program: SECRETARIAL SCIENCE
Semester: ONE AND TWO
Date: JUNE 1983
Author: SHELLEY BOUSHEAR

New: Revision: X

APPROVED:


CiraTtperson

Date

SECRETARIAL CENTRE

LOCATION: A213

The hours of operation for the Secretarial Centre are from 9:00 a.m. to 4:00 p.m. Monday to Friday. Students are allowed one fifteen minute coffee break in the morning and one fifteen minute coffee break in the afternoon, as well as a one hour break for lunch.

There must be someone in the Secretarial Centre at all times; therefore, students must have staggered breaks and lunch hours. The times will be decided during the morning.

If a student is sick or for other legitimate reasons cannot report on a scheduled day, the student is asked to inform the Office Manager by phoning 949-2050, extension 249. If possible, please advise the Manager in advance in order that you may be replaced by another student.

When students are not working in the Secretarial Centre they are not allowed to use the telephone. Personal calls are not permitted at any time, even when working in the Centre.

Allowances are not made for students with part-time jobs. If you have a part-time job, please make arrangements with your employer since you are required to be in school until 4:00 p.m. the week you are scheduled. Please arrange doctor and dentist appointments for other than your week in the Centre.

Students are responsible for work in classes they miss during their week in the Secretarial Centre. However, they will be allowed to attend the writing of tests. Let the Office Manager know the time of the test.

Appropriate dress must be worn when working in the Secretarial Centre. Blue jeans are NOT allowed and neither are worn out cords or running shoes. There is no smoking, drinking, or food allowed in the Secretarial Centre.

Students will be evaluated at the end of their week in the Secretarial Centre. Students will receive a grade of Satisfactory or Unsatisfactory. The categories for evaluation include the following: punctuality, grooming, interest, attitude, organization, initiative, dependability, judgment, cooperation, quality of work, quantity of work, telephone, contact with clients and comprehension of instructions.

GENERAL INFORMATION STUDENTS SHOULD KNOW ABOUT THE
SECRETARIAL CENTRE

1. Once you begin to work in the Secretarial Centre you will no longer be considered a student. You are an "employee" during your scheduled time in the Centre.
2. As a new employee you will be given a brief training on the telephone and procedures of the office. A desk manual is also available for your perusal. As a new employee you will be expected to perform the duties as set out with 100% accuracy. If you have any questions or problems be sure to ask the Office Manager as she is there to assist you. At the completion of the week you will meet with the Office Manager for an employee evaluation. You are to write a paragraph evaluating your experience in the Secretarial Centre.
3. You will be assessed on the work you have completed during the week, thus you must keep a record of the job numbers you have completed in order that they may be referred to in the files.
4. As an employee you will be working for the faculty of Sault College. You will receive work from various departments of the College. It may be English, Mathematics, Technology, etc. The work submitted is not for practice, but rather to be completed professionally in a manner becoming to the office and is to be treated confidentially.
5. You may also type work for students attending Sault College or for persons working outside the College. Faculty and administration work must be completed before beginning this type of work.
6. You are responsible for the work submitted, its completion, and its being picked up. Thus, specific forms are to be completed and proper filing must be adhered to in order to ensure that work is not misplaced. Either telephone the client or put a notice in his/her mail box when the work is completed letting him/her know when to pick up the work. Do not put work in mail boxes unless requested to do so. Turn-around time is 24 hours.
7. In order to make multiple copies we use the following methods: carbon paper - use for letters, photocopies - up to a maximum of 5 copies, and printing in the College's Printing Department over 5 copies. NOTE: Photocopies and printing will be done only for persons in the Business Department. If you have any questions or are uncertain as to which method to use, please ask the Office Manager.

8. If you must leave the office for any length of time, i.e. breaks, lunch, deliveries, please let the Office Manager know where you are and how long you expect to be.

REFERENCE MATERIAL: Regular class textbooks
Nine to Five Bulletins
Management Guide to WP
Word Processing - Konkel
Word Processing Systems - periodical
Dictionary

GENERAL OBJECTIVES:

1. To give each secretarial student the opportunity of working in an office situation. To create an employee/employer atmosphere different from the classroom.
2. Students will be expected to use their skills and judgment and to produce the same high-quality work as expected in a business office.
3. Students are expected to exercise confidentiality concerning all their work.
4. To utilize their secretarial skills, i.e. shorthand, typing, general office procedures, filing, telephone techniques.
5. To develop the proper attitude and good work habits necessary in order to be successful in business.

SPECIFIC OBJECTIVES:

Students must be able to perform to the following standards:

1. Take shorthand when required and transcribe notes and/or transcribe from machine with speed and accuracy to produce MAILABLE COPY (must be 100% accurate).
2. Type and reproduce work accurately, economically and rapidly.
3. Develop good telephone manners as well as learn the operation of a telephone and an intercom.
4. Use own initiative and judgment.
5. Be able to work under pressure.
6. Develop ability to work with people effectively and professionally.

POSITION DESCRIPTION

SECRETARY/RECEPTIONIST AND TYPISTS

GENERAL ACCOUNTABILITY:

Performs a variety of secretarial, receptionist and typist duties as required.

DUTIES:

- answers the telephone and takes messages for faculty members
- greets clients and completes work order forms for work submitted
- advises clients of turn-around time and notifies clients when work is completed
- prepares daily summary of work submitted
- maintains a filing system for work coming in and completed
- prepares work for clients
- keeps an up-to-date TO DO LIST

KNOWLEDGE AND SKILLS REQUIRED:

- knowledge of telephone techniques
- ability to deal with clients courteously and helpfully
- type, transcribe (shorthand or machine transcription)
- basic grammar, punctuation, spelling, etc.
- ability to organize and keep records
- read directions properly
- ability to keep inventory of tapes, magazines, etc.
- assist with classroom machine maintenance
- assist with students in self-scheduling of the word processing machines
- know various areas of the College (eg., AV, Central Stores, other offices)

SUPERVISION REQUIRED:

- works independently within established guidelines of desk manual
- the Office Manager is available to deal with problems not covered by normal procedures

TYPIST

- assists the secretary/receptionist with typing
- must be familiar with duties of receptionist as typists are to relieve the secretary/receptionist on breaks
- works in close liaison with the secretary/receptionist