GTCC
GUILFORD TECHNICAL
COMMUNITY COLLEGE

TECHNICAL STANDARDS AND ESSENTIAL FUNCTIONS
OFFICE ADMINISTRATION

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Introduction

This document introduces the nonacademic standards, skills, and performance requirements expected of every student in the Office Administration (OA) program. It is essential for all students entering this program to understand that these requirements are necessary for the satisfactory employment in the field of choice. Reading these standards carefully along with a realistic assessment of your own personality interests, abilities, strengths, and weaknesses will ensure that you choose a program and career path that is a good fit for you.

Students are expected to demonstrate the following skills fundamental to Office Administration:

Communication

- Interpret policies, procedure manuals, and electronic data
- Record such items as numbers, reports, and documentation on client records
- Communicate with clients and other team members in face to face and automated situations
- Manage electronic and paper records
- Practice professional behavior while using social media
- Practice privacy regulations in writing, speaking, and use of technology

Motor Coordination

- Lift, manipulate, or move 10-50 lbs. as needed
- Effectively operate standard office equipment as required, i.e. computer, printer/copier, fax machine, multi-line phone system

Mobility

- Sit for prolonged periods of time
- Work continuously for up to 3 hours at a time
- Ambulate in small spaces

Sensory

- Accurately perceive and interpret client and employer needs

Intellectual

- Use short and long-term memory
- Apply critical thinking techniques to problem-solve
- Work independently and multi-task
- Use business math computations

Social

- Work in groups and collaborate with other business professionals
- Be prompt in attendance and professional in appearance

Professional Behavior

- Maintain confidentiality
- Comply with the Healthcare and Office Administration Handbook