

Bilingual Clerical and Customer Support Clerk

PROGRAM CODE: 30-106-11



Technical Diploma



COURSES	CREDITS
OFTECH-101 Office Technologies 1	3
OFTECH-103 Keyboard and Keypad.....	1
OFTECH-104 Budgeting Basics for Support Personnel.....	3
OFTECH-183 Bilingual Customer Service Skills	3

CREDITS Total credits needed to complete this diploma	10
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Program curriculum requirements are subject to change.
 Current MATC students should consult their Academic Program Plan for specific curriculum requirements.
 MATC courses are offered in person, entirely online or partially online.
 Check each course's delivery options in Self-Service at selfservice.matc.edu.

Location: West Allis Campus, MATC Education Center at Walker's Square

Start Dates: August and January

Admission Requirement: High school diploma or equivalent

Financial Aid Eligible: No

Program Description

Offers wonderful training and confidence to the student when looking for a job. The student will acquire not only computer skills, but also customer service and math/budgeting skills.

Career Outlook

Students completing this certificate gain a competitive advantage when applying for positions in a wide variety of office settings. Completers can perform exceptional customer service and a full range of clerical duties, including entering data into computer files, word-processing and preparing budgets.

Program Learning Outcomes

- Perform basic knowledge of Office 365 (word processing), Excel (spreadsheets) and PowerPoint (presentations).
- Use effective workplace communications.
- Apply technology skills to business and administrative tasks.
- Perform touch keying of the alphabetic keys.
- Perform touch keying of the numeric and symbol keys.



Complete Program Details

QUESTIONS? 414-456-5323, 414-297-8903 or leadpathway@matc.edu