



## ADMINISTRATION & MANAGEMENT CAREER PATHWAY (ADMIN)

The **Administration & Management Career Pathway (ADMIN)** prepares learners for essential office, coordination, customer-facing, financial support, and supervisory roles across business, government, healthcare, education, and nonprofit environments. This pathway emphasizes professional communication, workflow coordination, documentation systems, customer operations, financial record accuracy, and frontline supervision—equipping learners with transferable skills that support both immediate employment and upward mobility into management roles.

### SOC CODES

- 11-3012 — Administrative Services Managers
- 11-9199 — Managers, All Other
- 13-1082 — Product Management Specialists
- 13-1111 — Management Analysts
- 13-1121 — Meeting, Convention, and Event Planners
- 13-1161 — Market Research Analysts and Marketing Specialists
- 13-1190 — Miscellaneous Business Operations Specialists
- 13-1198 — Project Management Specialists and Business Operations Specialists, All Other
- 43-1011 — First-Line Supervisors of Office and Administrative Support Workers
- 43-3021 — Billing and Posting Clerks
- 43-3031 — Bookkeeping, Accounting, and Auditing Clerks
- 43-4051 — Customer Service Representatives
- 43-6010 — Secretaries and Administrative Assistants

## CAREER PATHWAY CERTIFICATES

### ADMINISTRATIVE SUPPORT & CUSTOMER OPERATIONS (TECHNICAL TRACK)

This certificate prepares learners for front-facing administrative and customer support roles that serve as the backbone of office operations. Training emphasizes professional communication, scheduling, records management, customer interaction, and workflow coordination—equipping learners to support managers, teams, and customers in fast-paced office environments.

### SOC CODES

- 43-4051 — Customer Service Representatives
- 43-6010 — Administrative Assistants

### CORE COURSES

- ADMIN 101 — Administrative Operations Foundations
- ADMIN 102 — Professional Communication, Documentation & Records Management
- ADMIN 103 — Workplace Compliance, Ethics & Customer Interaction

### OCCUPATIONAL COURSES

- ADMIN 201 — Office Systems, Scheduling & Workflow Coordination
- ADMIN 202 — Supervisory Support & Team Coordination Basics
- ADMIN 203 — Business Reporting, Data Entry & Accuracy Control
- ADMIN 204 — Customer Service Operations & Service Recovery

### ACCOUNTING & BILLING SUPPORT (TECHNICAL TRACK)

This certificate prepares learners to support financial and accounting functions through accurate recordkeeping, billing processes, and compliance-ready documentation. Training focuses on data accuracy,



invoicing workflows, bookkeeping records, and audit support and ensures learners can contribute reliably to finance and administrative teams.

### **SOC CODES**

43-3021 — Billing & Posting Clerks

43-3031 — Bookkeeping, Accounting & Auditing Clerks

### **CORE COURSES**

ADMIN 101 — Administrative Operations Foundations

ADMIN 102 — Professional Communication, Documentation & Records Management

ADMIN 103 — Workplace Compliance, Ethics & Customer Interaction

### **OCCUPATIONAL COURSES**

ADMIN 203 — Business Reporting, Data Entry & Accuracy Control

ADMIN 205 — Billing, Invoicing & Financial Documentation Basics

ADMIN 206 — Bookkeeping, Accounting Records & Audit Support

ADMIN 209 — Policy, Procedures & Administrative Compliance Systems

### **ADMINISTRATIVE SUPERVISION, MANAGEMENT & OPERATIONS SUPPORT (ADVANCED TRACK)**

This certificate prepares learners to support and transition into first-line supervisory roles and day-to-day operations support within administrative and office settings. Training emphasizes team coordination, scheduling, performance documentation, customer service oversight, and compliance awareness supporting effective frontline leadership and operational continuity.

### **SOC CODES**

43-1011 — First-Line Supervisors of Office & Administrative Support Workers

11-3012 — Administrative Services Managers

11-9199 — Managers, All Other

13-1190 — Miscellaneous Business Operations Specialists

13-1198 — Project Management Specialists and Business Operations Specialists, All Other

### **CORE COURSES**

ADMIN 101 — Administrative Operations Foundations

ADMIN 102 — Professional Communication, Documentation & Records Management

ADMIN 103 — Workplace Compliance, Ethics & Customer Interaction

### **OCCUPATIONAL COURSES**

ADMIN 201 — Office Systems, Scheduling & Workflow Coordination

ADMIN 202 — Supervisory Support & Team Coordination Basics

ADMIN 205 — Billing, Invoicing & Financial Documentation Basics

ADMIN 208 — Process Improvement & Administrative Quality Basics

ADMIN 209 — Policy, Procedures & Administrative Compliance Systems

### **ADMIN CORE COURSES**

#### **ADMIN 101 — Administrative Operations Foundations**

This course introduces the structure and function of administrative roles within organizations. Topics include office workflows, task prioritization, professional expectations, and coordination across departments.



**Upon successful completion, the trainee will be able to:**

- Describe common administrative roles and responsibilities
- Follow structured office workflows and task systems
- Prioritize tasks to meet deadlines and service expectations
- Support day-to-day operations through organization and follow-through

**ADMIN 102 — Professional Communication, Documentation & Records Management**

This course builds professional communication and documentation skills used in administrative and management settings. Learners practice correspondence, meeting documentation, records organization, and reporting basics.

**Upon successful completion, the trainee will be able to:**

- Write professional emails, memos, and internal communications
- Document meetings using agendas, minutes, and action items
- Organize records using consistent filing and naming practices
- Maintain documentation that supports accountability and traceability

**ADMIN 103 — Workplace Compliance, Ethics & Customer Interaction**

This course introduces compliance awareness, confidentiality, ethical conduct, and customer service standards. Emphasis is placed on professionalism, policy awareness, and appropriate escalation.

**Upon successful completion, the trainee will be able to:**

- Explain ethical and confidentiality expectations in administrative roles
- Apply customer service principles in office environments
- Recognize compliance-related responsibilities and risks
- Escalate issues appropriately using established protocols

**ADMIN OCCUPATIONAL COURSES**

**ADMIN 201 — Office Systems, Scheduling & Workflow Coordination**

This course focuses on coordinating daily office operations using calendars, scheduling systems, task tracking tools, and workflow processes. Learners practice organizing activities, monitoring progress, and supporting efficient coordination across teams and departments.

**Upon successful completion, the trainee will be able to:**

- Manage calendars, appointments, and shared schedules accurately
- Coordinate tasks and deadlines across multiple stakeholders
- Track workflow progress and follow up on action items
- Support office efficiency through organized systems and documentation

**ADMIN 202 — Supervisory Support & Team Coordination Basics**

This course introduces foundational supervisory support skills used in office and administrative environments. Topics include delegation support, attendance tracking, onboarding assistance, communication, and performance documentation practices.

**Upon successful completion, the trainee will be able to:**

- Support supervisors with task delegation and coordination activities
- Track attendance, schedules, and basic performance information



- Assist with onboarding and orientation documentation
- Recognize issues that require escalation to management or HR

#### **ADMIN 203 — Business Reporting, Data Entry & Accuracy Control**

This course builds skills in data entry, validation, accuracy control, and administrative reporting. Learners practice organizing information, verifying completeness, and producing basic summaries that support operations and decision-making.

##### **Upon successful completion, the trainee will be able to:**

- Enter administrative data accurately and consistently
- Validate information for completeness and correctness
- Identify and correct common data entry errors
- Produce basic reports and summaries using organized data

#### **ADMIN 204 — Customer Service Operations & Service Recovery**

This course strengthens customer-facing skills used in administrative and office support roles. Learners practice professional service standards, issue resolution techniques, and documentation of customer interactions.

##### **Upon successful completion, the trainee will be able to:**

- Apply professional customer service standards consistently
- Document customer requests, issues, and resolutions clearly
- Use service recovery steps to address concerns effectively
- Communicate respectfully with diverse customers and stakeholders

#### **ADMIN 205 — Billing, Invoicing & Financial Documentation Basics**

This course introduces billing workflows, invoicing processes, payment tracking, and financial documentation used in administrative environments. Emphasis is placed on accuracy, organization, and professional communication.

##### **Upon successful completion, the trainee will be able to:**

- Process basic billing and invoicing documentation
- Track payments, postings, and discrepancies accurately
- Maintain organized financial records and supporting documents
- Communicate billing information clearly and professionally

#### **ADMIN 206 — Bookkeeping, Accounting Records & Audit Support**

This course provides foundational bookkeeping and accounting record support skills. Learners focus on maintaining accurate records, supporting internal controls, and organizing documentation for audit readiness.

##### **Upon successful completion, the trainee will be able to:**

- Maintain basic bookkeeping and accounting records accurately
- Organize documentation to support audits and financial reviews
- Follow internal controls and recordkeeping procedures
- Identify discrepancies and escalate issues appropriately



### **ADMIN 207 — Project & Event Coordination Support**

This course introduces coordination skills used to support projects, meetings, and events. Learners practice logistics planning, scheduling, vendor coordination, documentation, and follow-up activities.

**Upon successful completion, the trainee will be able to:**

- Support project and event planning using checklists and timelines
- Coordinate logistics such as schedules, space, and materials
- Document plans, updates, and follow-up actions
- Assist with vendor and stakeholder communication

### **ADMIN 208 — Process Improvement & Administrative Quality Basics**

This course introduces quality thinking and process improvement concepts applied to administrative environments. Learners practice identifying inefficiencies and recommending practical improvements to workflows and systems.

**Upon successful completion, the trainee will be able to:**

- Identify inefficiencies and recurring issues in administrative processes
- Document workflows using clear, step-by-step descriptions
- Recommend simple improvements to increase efficiency and accuracy
- Support continuous improvement initiatives using basic quality concepts

### **ADMIN 209 — Policy, Procedures & Administrative Compliance Systems**

This course focuses on maintaining policies, procedures, and compliance-ready documentation systems used in administrative offices. Learners practice organizing records and supporting audits and reviews.

**Upon successful completion, the trainee will be able to:**

- Explain the purpose of policies and procedures in administrative settings
- Organize and maintain compliance documentation systems
- Support audits and reviews using structured records
- Identify documentation gaps and recommend updates