



Q A

What is an administrative assistant?

An administrative assistant is a person who is equipped with the skills and competencies needed to be an efficient, productive member of an administrative management team. This professional possesses excellent skills in language arts, communication, information management, organization and administration, word processing, spreadsheet, database, desktop publishing, formatting and editing. The ability to work efficiently and effectively with people within the team, as well as with outsiders, is another important skill needed by the successful administrative assistant.

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What duties does an administrative assistant perform?

An administrative assistant may perform such duties as:

- Make travel arrangements
- File/database management
- Compose letters/reports/memoranda and other word processing tasks
- Set up meetings
- Transcribe information—general, legal or medical
- Calculate business taxes
- CPT/ICD-9 Coding (medical administrative assistants)
- Schedule appointments
- Utilize various office equipment
- Conduct orientation of new employees
- Plan training programs
- Handle incoming and outgoing mail duties
- Answer phones and direct callers

Q A

Where does an administrative assistant work?

An administrative assistant may work in:

- Corporate office
- Small business office
- Law office
- Hospital or doctor's office
- Accounting office
- Government office
- School office

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What is the income potential for an administrative assistant?

Income varies depending on the type of administrative assistant position. The median income for the U.S. is \$42,000 and the median income for the Memphis metropolitan area is \$34,000.

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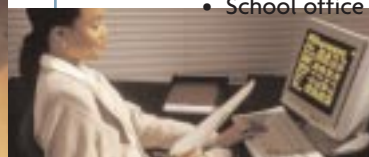
What will the administrative assistant degree allow me to do?

Earn an Associate of Applied Science degree at Southwest and enter the job market immediately.

Q A

What is Southwest's employment rate for graduates of the office administration program?

Southwest's employment rate for administrative assistant generally exceeds 96 percent each year.





Q Why choose the office administration program at Southwest?

- A**
- Fully accredited programs by the Commission on Colleges of the Southern Association of Colleges and Schools
 - Small classes for more personalized attention
 - Flexible class schedules available at multiple campuses, centers, sites; and distance learning opportunities
 - Affordable tuition
 - Support services, including career counseling, free tutoring and career services, financial aid, job opportunity assistance and on-site child care services

Accountancy, Office Administration and Career Studies
(901) 333-5063
www.southwest.tn.edu

Q How do I apply for admission to Southwest?

- A**
- Complete application for Southwest.
 - Submit your application and pay \$5 application fee to Bursar's Office.
 - Request that an "official" copy of your high school/GED scores, college transcript(s) be sent to:
*Southwest Tennessee Community College
P.O. Box 780, Memphis, TN 38101-0780*
 - Apply for financial aid (if applicable).
 - Complete testing requirements.
 - Complete new student orientation, either online or on campus.
 - Review the College's academic calendar or printed schedule of classes for registration dates, times and locations.
 - Meet with academic advisor.
 - Register for classes online, via TRAVIS or in person.
 - Pay your fees or ensure that your financial aid is in place for your course.

Admissions, Records, and Recruitment
(901) 333-5924

Financial Aid
(901) 333-4184 • (901) 333-5960

Advising, Counseling, and Articulation
(901) 333-4594 • (901) 333-5122

Southwest Tennessee Community College

P.O. Box 780

Memphis, TN 38101-0780

(901) 333-5000

1-877-717-7822 (out-of-state)

www.southwest.tn.edu

Southwest Tennessee Community College, a Tennessee Board of Regents institution, is an affirmative action/equal opportunity college.
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