

BUSINESS OPERATIONS COORDINATOR (CERTIFICATE OF COMPLETION)

(60-61 credits)

Program Description

Students choose business administration because it provides them with skills across occupations and industries. You'll learn finance, marketing, and general business principles, and more. Then, in the program's capstone course, you'll get to demonstrate your business skills when you run an online business simulation.

Basic background in business with emphasis on skills required to coordinate multiple functions within a small business. Program focuses on recordkeeping skills, communication skills and enhancing interpersonal skills to improve the efficiency of an organization.

Career Opportunities

Graduates may work as part of a team or may be the main support person at an entrepreneurial firm. Much depends on the student's work experience and prior background. The skills are general in nature but broad enough to be applicable to a wide variety of work settings. Students who are currently employed as the main support person in a small office will benefit from the breadth of training through their introduction to basic managerial skills.

- Administrative Service Manager
- Purchasing Manager
- Sales Manager

Length of Program

Full-time students would typically complete a 58-credit program in four to five quarters, after basic skills and/or pre-college are complete.

Outcomes

South Puget Sound Community College believes that all students need to develop a broad range of abilities that will not only make them more effective in their professional pursuits but will enhance their capacity to relate well to others in their daily lives.

At the completion of the Business Operations Coordinator Certificate, the successful student will be able to:

- Analyze and evaluate alternatives that lead to successful accomplishment of organizational objectives
- Create and present information in written, oral, and symbolic forms to clearly convey business information
- Formulates strategies to collect and evaluate quantitative and qualitative data to support organizational objectives
- Recognize and assesses ethical dilemmas in the workplace

- Recognize and adapt interpersonal behaviors and communication styles to effectively collaborate in a multicultural world
- Support and manage the operations of a small organization within a variety of fields
- Create documents and maintain records important to the daily operation of the business
- Manage customer or client expectations
- Use a variety of media, including the web, to market the business

The SPSCC college-wide abilities are embedded into each program:

- Effective Communication
- Information Literacy
- Analytical Reasoning
- Multicultural Awareness
- Social Responsibility

Courses by Quarter

Code	Title	Credits
Quarter 1		
MATH 092	Mathematical Reasoning	5
ENGL 090	Integrated Reading and Writing I	5
or ENGL 095	Integrated Reading and Writing II	
CCS 101	Pathways to Success	3
Quarter 2		
BUS 104	Business Math	5
ENGL 098	Transitional English Composition	5
or ENGL& 101	English Composition I	
BUS& 101	Introduction to Business	5
Quarter 3		
ACCT& 201	Principles of Accounting I	5
OFTEC 108	Introduction to Microsoft Office	3
BUS 160	Principles of Marketing	5
Quarter 4		
OFTEC 141	Microsoft Excel	5
OFTEC 136	Microsoft Word I	5
BUS 260	Principles of Management: Diversity	5
Quarter 5		
Select one of the following:		4-5
BUS 220	Starting and Managing a Small Business	
CMST 110	Introduction to Social Media	
OFTEC 125	Digital Productivity Tools	
CMST& 220	Public Speaking	5
or CMST& 240	Intercultural Communication: Diversity	
BUS 140	Customer Service	5

Pathway Maps

South Puget Sound Community College has provided pathways and associated recommended courses for ease of student selection based upon a student's career interest. Please review the pathway maps for required and recommended courses.

2 Business Operations Coordinator (Certificate of Completion)

Business Operations Coordinator Pathway Map
Certificate of Completion
60 – 61 Credits

Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Qtr. 5	Qtr. 6	Qtr. 7	Qtr. 8
MATH 092 (3cr) Mathematical Reasoning	BUS 104 (5cr) Business Math	ACCT& 201 (5cr) Principles of Accounting I	OFTEC 141 (5cr) Excel	Choose One (4-5cr): (Elective) BUS 220 (5cr) Starting and Managing a Small Business CMST 110 (5cr) Introduction to Social Media OFTEC 125 (4cr) Digital Productivity Tools			
ENGL 090 (5cr) Integrated Reading and Writing I ENGL 095 (5cr) Integrated Reading and Writing II	ENGL 098 (5cr) Transitional English Composition ENGL 101 (5cr) English Composition I	OFTEC 108 (3cr) Introduction to Microsoft Office	OFTEC 136 (5cr) Microsoft Word	Choose One (5cr): (Additional Communication) CMST 220 Public Speaking CMST 260 Intercultural Communication: Diversity			
CCS 101 (3cr) Pathways to Success	BUS& 101 (5cr) Introduction to Business	BUS 160 (5cr) Principles of Marketing (Only offered in Fall and Winter quarters)	BUS 260 (5cr) Principles of Management: Diversity (Only offered in Fall and Spring quarters)	BUS 140 (5cr) Customer Service (Only offered in Spring quarter)			