

BUSINESS AND PROFESSIONAL SERVICES

(Also see Global Business Studies, Management and Supervision, and Marketing Management)

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The two certificates offered under the Business and Professional Services program prepare students for entry-level business and administrative positions in business, industry, public and not-for-profit sectors. Students will acquire knowledge and skills in key disciplines identified by employers as important for successful employment, including communications, management, marketing, computer applications and computation. The Customer Service Certificate comprises a subset of courses required for the Applied Business Certificate.

Graduates of this program will possess the credentials necessary to work in entry-level business and administrative positions in a variety of office settings. Positions include, but are not limited to, customer service representatives, administrative assistants, office assistants, receptionists, and marketing support personnel. The program is designed for current employees who seek to upgrade their knowledge and skills, or individuals preparing for initial employment.