



Messick Adult Education Center

Technology & Career Department

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Memphis, TN 38111

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JOB DESCRIPTIONS

Prepare for one of the following:

Choose a course of study --you will be surprised to find how quickly you can master the skills and basic principles which can open a new world of opportunities. Certificates are awarded upon completion of each course and a special “*course of study*” certificate is awarded when all the courses listed for a particular position are successfully completed. The courses listed below should well prepare you for the particular position described. See our current schedule for class times, dates and prices. Get started now!

CUSTOMER SERVICE REPRESENTATIVE/RECEPTIONIST

Successful completion of these courses will enable the student to greet clients personally and by telephone, take messages, screen visitors and callers, make appointments, process orders, and respond to inquiries. This position may require light typing (25-30 wpm), good communication and organizational skills, professional appearance and attitude, ability to file, sort and distribute mail. Clerical skills are definitely a plus as computers may be used to access information, place orders or leave messages.

Keyboarding I & II
Customer Service Skills
MS Word I & II

Computer Applications
Employability Skills I & II
Internship (Optional)

Business Communications
(Oral & Written)

DATA ENTRY OPERATOR/DATA TRANSCRIBER

Successful completion of these courses will enable the student to operate a computer terminal in performance of routine duties, inputting or retrieving numeric and/or alphabetic information. The Data Entry Operator reviews source documents such as correspondence, statistical tables, inventory, payroll, invoices, tax forms, and other company records for input information. Using knowledge of his/her equipment and software, the Data Entry Operator confer with originators to clarify instructions, type coded commands to enter, store, update, retrieve, delete and verify data.

Keyboarding I & II
Data Entry
MS Excel I

Computer Applications
Employability Skills I & II
Internship (Optional)

Business Communications
(Oral & Written)

ACCOUNTING ASSISTANT - Accounts Receivable Clerk, Accounts Payable Clerk, or Payroll Clerk

Successful completion of these courses will prepare the student to analyze, calculate, record and report financial information accurately and timely. The Accounting Assistant verifies and enters details of financial transactions for businesses, records into journals, posts to ledgers, balances books, compiles reports and reconciles bank statements using both manual and automated processing. In addition, they may figure and prepare payrolls, write checks, prepare deposits and tax reports. The Accounting Assistant must demonstrate ethical, responsible and dependable behavior.

Keyboarding I & II
Computer Applications
Customer Service Skills

Accounting I, II & III
Employability Skills I & II
Internship (Optional)

MS Excel I & II
MS Word I



OFFICE CLERK/ADMINISTRATIVE OFFICE ASSISTANT

As technology continues to expand in offices, the role of the office professional has greatly evolved. The Administrative Office Assistant serves as an information manager for an office, schedules meetings and appointments, organizes and maintains paper and electronic files, conducts research, prepares correspondence, makes travel arrangements, and provides information via the telephone, postal mail, and e-mail. Duties may also include calculating data and using personal computers to create and/or update spreadsheets or databases, and compose or type correspondence.

Keyboarding I & II	Computer Applications	Employability Skills I & II
Customer Service Skills	MS Excel I	Data Entry
Business Communications	MS Word I	Internship (Optional)

EXECUTIVE ASSISTANT

Successful completion of these courses will prepare the student to perform secretarial and administrative duties, thereby relieving superiors of business details. The Executive Assistant must possess excellent organization, communication, and proofreading skills, and must be proficient using MS Word, Excel, PowerPoint and Access software. Duties may include preparing, compiling and maintaining reports, statistical information, and visual presentations. Professional appearance and ethical behavior is mandatory as the Executive Assistant performs a variety of executive support tasks that may be highly confidential and sensitive.

Keyboarding I & II	MS Excel I & II	MS Access
Business Communications	MS Word I & II	MS PowerPoint
Customer Service Skills	Computer Applications	Data Entry
Employability Skills I & II	Internship (Optional)	

ADMINISTRATIVE MEDICAL OFFICE ASSISTANT/CODING SPECIALIST

Students completing these courses will be employable in these areas: front desk reception, patient representative, insurance claims and billing, medical collections, hospital unit clerk, and many other administrative non-invasive positions. Students learn to answer telephones, greet patients, update and file patient medical records, fill out insurance forms, handle correspondence, schedule appointments, and arrange for hospital admission and laboratory services. Students learn about different types of insurance and the importance of coding. Training and simulation are provided on the popular medical patient accounting software, MEDISOFT. The successful Medical Office Assistant must demonstrate confidentiality, ethical, responsible and dependable behavior.

Keyboarding I & II	Employability Skills I & II	Introduction to Medical Coding I & II
Business Communications	MS Excel I & II	MEDISOFT - (Computers in the Medical Office)
Customer Service Skills	MS Access	Medical Insurance Process
MS Word I & II	Computer Applications	Medical Terminology
MS PowerPoint	Internship (Optional)	

MEDICAL TRANSCRIPTIONIST

Successful completion of these courses will prepare the student to work as a medical transcriptionist in a doctor's office, clinic, hospital, or a transcription service. The Medical Transcriptionist will use a computer and Dictaphone to transcribe medical reports, doctors' orders, surgical procedures, and numerous other related medical documents. The student will develop a fast keyboarding skill and good working knowledge of computers and word processing, Dictaphone operation, and medical terminology--all of which are required for employment.

Keyboarding I & II	Computer Applications	Medical Terminology
MS Word I & II	Computer Basics	Medical Transcription I & II
Business Communications	Employability Skills I & II	

MEDICAL BILLING & CODING

Graduates of this program should find opportunities in medical offices, hospitals, clinics, medical service providers and healthcare insurance companies. The Medical Billing and Coding program emphasizes practical billing and coding knowledge and skill necessary to work in the medical business office. Students learn about the importance of establishing and maintaining the medically necessary relationship between the diagnostic and procedural codes. Graduates of this program are eligible to sit for the Certified Coding Specialist credential exam, or the Medical Biller's exam. The Medical Biller's exam can be administered on campus

Keyboarding I	Computer Applications	Medical Insurance Procedures
MS Word I	Customer Service Skills	Medical Coding I & II
Business Communications	Employability Skills I & II	Medical Terminology

