FRANCIS TUTTLE’S GUIDE TO THE ADMINISTRATIVE AND LEGAL OFFICE MAJORS
Are you approaching the end of high school and unsure of the next step? Are you stuck in a dead-end job and looking for career advancement? The Administrative and Legal Office major at Francis Tuttle might be the right program to jump-start the next stage of your professional life by putting you on the path toward one of three rewarding careers: administrative assistant, customer service representative, and legal secretary. Studying to enter either of these three career fields will prepare you to work in some of the most dynamic and fastest growing professional offices in Oklahoma and beyond.

If you have long-term career goals—a higher salary, advancement into a leadership position, a professional foundation before getting further education—each of these three career options will set you off on the right foot.

Let's take a closer look at what people do in these fields.
THREE EXCITING CAREER FIELDS

Administrative Assistant

No position fits the definition of “go-to person” better than administrative assistant. Almost every person and every department within an organization interacts with an administrative assistant on a regular basis. As an instructor at Francis Tuttle Technology Center said, “The administrative assistant is the person that people go to within a company to find out what they need to know to do their jobs.”

Administrative assistants provide needed support to the other workers in their offices by:

• Answering phones and taking messages.
• Scheduling appointments and maintaining calendars, making sure conflicts are avoided and a business’s time and space is used efficiently.
• Arranging meetings among the office staff as well as between staff members and outsiders.
• Serving as the first point of contact for communications. Directing mail, email, and faxes to the right person within the office, making sure nothing important falls through the cracks.
• Keeping records and files (electronics and “hard copy”) organized and producing them speedily when they’re needed.
• Basic bookkeeping.

This is by no means a complete description of what an administrative assistant might do. Administrative assistants work in so many different settings that the job description of one might be totally different from the job description of another. For example, administrative assistants in the medical field deal often with medical records and must learn to speak the language of medical practitioners. Later on in this guide, we’ll take a look at one particular specialized field for administrative assistants: the legal secretary.

What skills do You Need to Become an Administrative Assistant?

If you enroll in a training program like the one offered by Francis Tuttle Technology Center, you’ll pick up most of the skills you’ll need to work as an administrative assistant, as well as a familiarity with the office environment. However, it is good to start out with a few basic skills:

• Excellent typing skills. Most administrative assistants spend a good amount of their day typing letters, reports, and other documents for their employers. It’s usually expected that they be able to do this quickly. You can always practice to improve your words-per-minute rate, but if you don’t already know how to touch type (typing on a computer keyboard without looking at your hands), you will have a lot of catching up to do.
• Basic computer literacy. The modern office is driven by modern technology. By now, almost every worker, in almost every office job, uses a computer to get his or her work done. This is especially true of administrative assistants who use computers as tools for communication, creating and
changing documents, organizing schedules, and research. You can always learn new programs, but you should be familiar with the basics of operating a computer (opening and closing files, navigating with a mouse, searching for information online, sending email) before you begin your training to become an administrative assistant.

- Good writing skills. Because so much of what they do involves written documents and emails, much of which ends up in the hands of customers and partners, administrative assistants are expected to write well and write clearly when representing the voice of their companies. That means using proper grammar and spelling and being able to translate fragmentary notes and conversations into written form.

What Type of People Become Administrative Assistants?

People who like to be helpful and in the middle of everything are generally attracted to the administrative assistant career path. If you are a good communicator, always organized, and have no problem switching your attention from project to project, this career might be a good fit for you.

Legal Secretary

A legal secretary is in many ways a type of administrative assistant, but a more specialized one. Legal secretaries have all the office and organizational skills of an administrative assistant, but has received extra training in legal terminology and practices so they can support the work of lawyers and paralegals.

Legal secretaries usually work in law firms or for the legal departments of larger corporations. They are also responsible for answering phones, maintaining calendars, and keeping records, but they are often also responsible for drafting legal documents at the request of the attorneys they work with. That’s why they need to be familiar with legal terminology.

What skills do you need to become a legal secretary?

At Francis Tuttle Technology Center, legal secretary training is separate from administrative assistant training because of the challenging task of learning new legal concepts and terms. In fact, the most important characteristic for a legal secretary student to have is the willingness to learn. And it’s not just new words you’ll have to learn. Legal secretaries must also be able to master the software systems law firms use to record hours for billing.

“It’s a bit like learning a foreign language,” says one of the instructors at Francis Tuttle. “You have to put in the effort.”

That effort will be rewarded. The legal environment can be very stimulating workplace for those that like a good challenge and the opportunity to work on different kinds of projects every day.
What type of people become legal secretaries?
Besides people who relish a challenge, the legal secretary field is also a good fit for those looking for opportunities to advance their careers. Many legal secretaries—after getting their feet wet in the legal field—go on to further education to become paralegals or even lawyers.

It’s important to know, however, that many law firms prefer to hire legal secretaries who already have experience working in the office environment. That’s ok, though, because when you study to become a legal secretary, you will also learn the skills needed to become an administrative assistant, so you can start in a general office environment and transition to a legal office when you’ve gained enough experience.

Customer Service Representative
If you’ve ever made a call to your insurance company, your bank, the manufacturer of an electronic gadget that’s on the fritz, or pretty much any corporate organization, there’s a pretty good chance the first person you spoke with was a customer service representative.

A customer service representative is someone who works in a call center and talks with customers on the phone. Sometimes customer service representatives are salespeople, but more often their job is to help a company’s existing customers solve any problem they might have with their products or services.

Of the three jobs discussed in this guide, the customer service representative role is usually the most flexible. Customer service representatives are usually “tied” to desk, but their hours are not necessarily 9 to 5. There’s always a need for someone to help consumers with their problems during evenings or on weekends.

Thanks to the power of the Internet to connect people over large distances, work-from-home arrangements are also becoming more common for customer service representatives, giving them additional flexibility to manage their careers and their personal lives.

What Skills do you Need to Become a Customer Service Representative?
If you’re not comfortable talking on the phone, you shouldn’t become a customer service representative. Talking on the phone is most of what you will do. The rest of your job will involve entering information on computers, so you should be comfortable working with computers and learning new software.
What Type of People Become Customer Service Representatives?
If you enjoy solving problems and helping people, you would feel right at home as a customer service representative.
This field is also a great first step for students who are looking for more from their careers. Not only does it take the least amount of time to study for among the three majors discussed in this guide, but many businesspeople start their careers in customer service and go on to bigger and better things like supervisory positions in the call center and positions elsewhere in the company.

TRAINING TO BECOME AN ADMINISTRATIVE ASSISTANT, LEGAL SECRETARY, OR CUSTOMER SERVICE REPRESENTATIVE
Typically, an entry-level position in any of these three fields does not require a college degree. That’s what makes them ideal for people who have already been working and can’t put aside the years of time it would take to earn a bachelor’s degree.
What employers are looking for, however, are computer skills appropriate for the position and a familiarity with the environment where you’ll be working—a business office, a legal office, or a call center.

Training at Francis Tuttle
If you’re ready to start work as an administrative assistant, legal secretary, or customer service representative as soon as you can, the Administrative and Legal Office major at Francis Tuttle Technology Center is a good option because it can take less than a year to complete and it’s focused entirely on career training—getting you the skills and confidence you need for your chosen path.

Program Overview
Each of the three Administrative and Legal Office majors can be pursued full-time or part time. The following chart tells you how long each major will take:

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<th></th>
<th>Customer Service Representative</th>
<th>Administrative Assistant</th>
<th>Legal Secretary</th>
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<tbody>
<tr>
<td>Full-Time</td>
<td>5 months</td>
<td>7 months</td>
<td>10 months</td>
</tr>
<tr>
<td>Part-Time</td>
<td>10 months</td>
<td>14 months</td>
<td>20 months</td>
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What Will You Study?

Of course, the skills you learn and the knowledge you acquire will depend on which of the three career fields you choose to study. There are, however, some areas of study common to all three paths:

- **Business administration skills**: How a business office works and the different tools that are used to run it efficiently and effectively.

- **Office machines**: Training on the most common office technology, including the Microsoft Office software suite. You will gain Microsoft certification on one of the Office products, which your future employers will appreciate.

- **Communications**: Written communication (emails and letters) and phone skills.

- **Working with a team**: How to contribute to a team and make the most of the skills of every member.

- **Succeeding in a work environment**: Learning to make yourself “promotable,” not only doing your job well, but doing what it takes to get your superiors to take notice.

- **Finding a job**: Preparing for job interviews, creating a resume and cover letter, networking, and looking in the right places for career opportunities.

Along with these areas, you’ll also study skills specific to your chosen major. For example, legal secretary majors will study legal terminology. Customer service representative majors will learn their way around the latest customer service software.

The Francis Tuttle Experience

What is it Like at Francis Tuttle Technology Center for Administrative and Legal Office Majors?

At Francis Tuttle Technology Center, the classroom mimics the office environment you might find when working as an administrative assistant, legal secretary, or customer service representative. To help get you prepared for the workplace and gain the practical experience employers will value, our classrooms will give you access to the technology tools and software you’ll be using on the job—which is sure to make your first day of work much less stressful. Instructors will speak to you in the language of the workplace and you will collaborate with your fellow students just as you will with your future co-workers.

Students also get the opportunity to visit real workplaces, interacting with and observing how people do their jobs in the “real world.”

Independent Study

Everyone has a different approach to learning and different areas they need to focus on to succeed in class. At Francis Tuttle, administrative office majors choose what they want to work on any given day—with the guidance of expert instructors, of course. This gives you the flexibility to learn what you need to learn at a pace that fits your style. It doesn’t give you an excuse to slack off— instructors will hold you accountable by helping you create and stick to a learning plan that challenges you without overwhelming you.
Independent study doesn’t mean you’ll be on your own. There will be plenty of chances to work with other students on special projects and participate in group discussions. And you don’t have to worry about homework. You have enough to worry about when you’re outside of our classrooms. All coursework in the Francis Tuttle Administrative and Legal Office major can be completed in class.

The Benefits of Participating in the Administrative and Legal Office Program at Francis Tuttle

Here are a few more reasons to consider studying at Francis Tuttle Technology Center:

• **Built with expert help.** The program at Francis Tuttle Technology Center stays current with the help of an advisory committee of experienced professionals. Instructors and curriculum designers work closely with these advisers to ensure that the coursework contains the most up-to-date information and the most in-demand skills. The advisors also serve as professional networks for Francis Tuttle graduates, often alerting instructors to job openings in their departments.

• **Committed to your success.** The instructors at Francis Tuttle—in any of our programs—want you to succeed, in the classroom and in your new career. They will work with you to help you develop the study skills and time management skills you need and balance your school commitments with the rest of your life.

• **Unmatched value.** Because Francis Tuttle is a public institution, its cost is very reasonable. The total cost for in-state students is $1,529 for administrative assistant majors, $1,023 for customer service representative majors, and $2,305 for legal secretary majors. Furthermore, if you decide at a later time to pursue a higher degree, such as an associate’s degree, up to 27 of the credits you gain from completed at Francis Tuttle will transfer to Oklahoma City Community College.

GET STARTED NOW

If you’re ready to begin qualifying yourself for a career as an administrative assistant, legal secretary, or customer service representative, Francis Tuttle offers an affordable, program that will give you the knowledge, real-world skills, and professional network to help you land your first position. For more information or to register, call 405-717-4900 to speak with a Francis Tuttle admissions representative.
RELEVANT TRAINING
Business and industry advisory groups provide input regarding the type of training and skills we teach to ensure you’re more employable when your training is completed.

PREPARATION FOR CERTIFICATION EXAMS
Many of our career majors provide training to help you prepare for certification exams. These certifications prove to industry that you have the skills employers want. You will be able to walk into any organization ready to work, immediately proving your value.

THE FINEST FACILITIES & EQUIPMENT
At Francis Tuttle, you’ll find tools, training and equipment that replicate those used in the workforce.

COLLEGE CREDIT AVAILABLE IN MANY PROGRAMS*
While completing coursework at Francis Tuttle, you can earn college credit for an Associate of Applied Science degree with Oklahoma City Community College, Oklahoma State University-Oklahoma City or Oklahoma State University-Institute of Technology. College credit is available for the majority of Francis Tuttle’s career majors.

ADDITIONAL PROGRAMS
- College Credit
- Employment Assistance
- Financial Aid & Scholarships
- Flexible Enrollment & Start Dates
- Individualized Instruction
- Preparation for Certification Exams
- The Finest Facilities & Equipment
- College Credit Available in Many Programs
- Why Choose Francis Tuttle?

*College credit is made possible through an Alliance Agreement between the colleges and Francis Tuttle Technology Center.

INDIVIDUAL, PROGRESS-BASED INSTRUCTION
Francis Tuttle’s instruction is individualized and delivered through the use of Learning Activity Packets (LAPs) that include different approaches to meet different learning styles.

ACCELERATED TRAINING TIME
Compared to other educational institutions, you can complete your program more rapidly, sometimes in as little as four months. Our progress-based instructional system helps you move through career majors as quickly as you choose to.

HIGHLY-QUALIFIED INSTRUCTORS COMMITTED TO STUDENT ACHIEVEMENT
Francis Tuttle has full-time instructors committed to student achievement. Most have practiced or worked in the field in which they teach, thus allowing them to provide real-world training to help you achieve your goals.

FLEXIBLE ENROLLMENT & START DATES
Francis Tuttle has many opportunities for you to enroll and start in your chosen career. We are able to provide open-entry enrollment because of our progress-based instruction. Full-time students attend weekdays from 8:00-10:55 a.m. and 12:30-3:25 p.m. Part-time students may attend either the morning, afternoon or evening session, depending on your career major.

AFFORDABLE TUITION
Francis Tuttle offers affordable tuition rates. Payment plans and tuition assistance are available for students who qualify.
- Tuition is $2.00 per clock hour times the number of hours in the career major.
- Tuition rates for out-of-state students are double normal tuition.

To learn more about the tuition policy please visit francistuttle.edu/admissions.

These rates do not include textbooks or other materials that may be required for your chosen career major.

FINANCIAL AID & SCHOLARSHIPS
Financial aid and scholarships are available for students who qualify. Aid programs include Federal Pell Grant, Federal Work-Study, Federal SEOG, and OTAG.

EMPLOYMENT ASSISTANCE
Francis Tuttle will help you with résumé writing, interview preparation and job search tips. Your instructor will also aid you by providing information about employment opportunities upon successful completion of your training.

THREE CAMPUSES TO SERVE YOU:
- Portland Campus
  N.W. 150th & Portland
- Reno Campus
  Reno & Rockwell
- Rockwell Campus
  N.W. 122nd & Rockwell

Click Here to Contact a Career Advisor | View Course Pathway and Apply