

Chronicles

CAREER QUEST LEARNING CENTERS • APRIL 2019

Administrative Assistant Program Now Offered to Bay City Students

We're now offering our Administrative Assistant program at the Bay City campus, located at 3900 State Street, Suite 200.

"We have seen much success for graduates of the Medical Assistant program here at the Bay City campus," said Campus President Cassie Ferrer. "However, we know the medical field isn't for everyone, and I'm excited to see who else we can help jump-start their career with the addition of this new program."

The eight-month program provides hands-on training for those who want to be successful in a business environment, giving them the skills they need to become proficient in a wide range of business applications needed in the business field, including: desktop publishing software, QuickBooks, Microsoft Word and Excel. With these platforms, students will gain the skills to create publications, documents, worksheets, financial reports and others. They'll also learn important time management and professional communication skills.



Read page 3 to find out what an administrative assistant does or visit our website for more information on the program.

Staff Member of the Month

Congratulations to **Jessica Mendez-Dunn**, on behalf of all the employees of Career Quest Learning Centers, who have nominated her as April's Regional Employee of the Month. Jessica has been our Director of Human Resources for almost two years now, and we all appreciate her high level of urgency in handling any task assigned to her. Jessica has proven time and again that she is a champion at multi-tasking. "She is dedicated and determined to see that all CQ employees are well equipped and happy when on the job," said Lansing Campus President Mollie Woodworth. "Not only is she a rock star at work, but she is also juggling a newborn and toddler at home." She truly is an amazing asset to the Career Quest team, and we are lucky to have her!

Today's Administrative Assistant Keeps Businesses Moving Smoothly

In the modern-day workplace, the responsibilities of an administrative assistant go beyond the clerical tasks that once defined the role of a secretary. In fact, administrative assistants are often at the heart of a company, providing critical support to staff at all levels of an organization to help it run smoothly.

If you want to become an important team member in an office and enjoy a career where multi-tasking is the norm, then an administrative assistant role might be the ideal job for you. While the specific responsibilities vary by company, here's some of what you can expect if you choose this career path:

Be the Face of the Organization:

As an administrative assistant, you would probably be the first point of contact for customers, clients, and visitors. You would greet them and direct them where they need to go. Since you're often the first impression people get of a business, it's important that you make a good one.

Be a Communication Whiz: While secretaries of the past were associated with typewriters and switchboards, today's administrative assistants handle incoming and outgoing communication across a range of media. In addition to traditional mail and telephone calls, you might connect with people through email, messaging, fax—even social media. You'll need to be comfortable and confident with multiple modes of current communication and whatever comes around the corner next.

Prepare Important Documents: You may be present for important meetings among high-level executives and play a valuable role to ensure that these meetings are successful. In addition to scheduling the meetings, you might write and distribute the agenda, take detailed minutes, and assist with any follow-up tasks including reports and memos. Accuracy is imperative.

Maintain Order in the Office: You may need to make sure documents are properly filed either in physical or electronic folders so they can be easily retrieved when needed. You may also organize and maintain inventory to make sure the office supplies are well stocked.

Keep Everyone on Schedule: You may coordinate the schedules of the office executives and schedule and plan meetings for multiple staff members. You may need to secure venues, develop agendas, handle catering, set

up audiovisual equipment, and be in charge of other important logistics.

If you want to thrive as an administrative assistant, it is important that you have the right traits. You need to:

Be Organized: Be well-organized so you can maintain multiple schedules and perform all necessary office functions.

Be Responsible: You will have access to sensitive and important business information as part of your role. It is critical to maintain confidentiality in all business matters.

Be Technical: In addition to being proficient with a computer, it's important to have a firm grasp on the various technology and software used in your office, such as QuickBooks, Microsoft Word, and Microsoft Excel. Not only will you use software for your assignments, but you may have to assist your coworkers with their software-related issues.

Be Communicative: You need to effectively handle all incoming and outgoing communication in a timely and professional manner. Within the office, you should be

able to comfortably communicate with coworkers and supervisors across all levels of the organization.

Be Detail-Oriented: Since you'll represent the company through your communication, it is vital that your work is free of any errors that would reflect negatively on your organization.

Be Positive: While some administrative tasks can seem repetitive, it's important to understand that they help keep an organization running well. You should be enthusiastic about all tasks, no matter how large or small.

Be a Multi-Tasker: Because you have a wide range of responsibilities, it's important to work efficiently and understand how to prioritize the tasks that are most critical to the organization.

Behind every successful office is an administrative assistant who maintains order in the workplace. If you would like to embark on a fast-paced and rewarding career as an administrative assistant, we can help you develop the necessary skills in as little as eight months with our Administrative Assistant program, available at all campus locations.



Jackson campus

209 E. Washington Ave., Ste 241 • Jackson, MI 49201 • 517-990-9595

Student of the Month • March



Medical Billing and Coding Student, **Teresa Vieta**, handles challenges by adapting and making sure she's on top of her time management. And she always seems to have a backup plan. "Teresa has taken her education very seriously and is always on time or stays late when needed," said Campus President Terry Farris. "She has been a constant joy to have on campus." Teresa has earned Student of the Month for continuing to set an excellent example for other students. Keep up the great work Teresa!

Lansing campus

3215 S. Pennsylvania Ave. • Lansing, MI 48910 • 517-318-3330

Student of the Month • March



Taliah Taylor is one of the hardest working students we have seen at CQLC. She's currently enrolled in the Administrative Assistant program and is looking forward to getting her Associate Degree in Business Administration. "She has such a positive outlook on life, and she has the innate ability to improve others' attitudes by just talking to them," said Campus President Mollie Woodworth. "No matter what's going on with her, she takes the time to make sure her fellow classmates have the support they need." Taliah is a true innovator and always comes up with ways to make the classroom helpful and exciting, no matter what the day brings. Congratulations Taliah!

Mount Pleasant campus

2116 Mission St. • Mount Pleasant, MI 48858 • 989-817-4431

Student of the Month • March



Ann Guthrie, who is enrolled in the Medical Assistant program, is an exceptional student who always carries herself in a professional manner. She has consistently made the honor roll and exceeds expectations in school activities and in everyday life. "Ann is a great participant in class and is always willing to help others," said Campus President Shelby Dagleish. "Along with this, she plays a leading role in student association and she is dedicated to succeeding." Taking pride in her work, Ann is always pushing to reach her full potential. We are so proud of you, congrats!

Bay City campus

3900 State Street Rd., Ste 200 • Bay City, MI 48706 • 989-322-3900

Student of the Month • March



Rachel Minton is an exceptional Medical Assistant student who is focused and proactive, while setting goals for herself, which leads to success in her studies. "When learning new skills in class or meeting a new challenge, she doesn't relent until she proves herself," said Bay City President Cassie Ferrer. "She's willing to go the extra mile for virtually any classmate and she takes the initiative to tutor in her free time." Although Rachel has a quiet presence about her, she is surely leaving her mark on our campus. We appreciate you Rachel, keep succeeding!

APRIL EVENTS

Jackson

- Apr. 1** CNA Classes Begin
- Apr. 3** New Student Orientation, 1:00 p.m.
Senior Send Off, 1:15 p.m. and 5:30 p.m.
Student Association Meeting, Student Lounge,
1:15 p.m. and 5:00 p.m.
- Apr. 4** Senior Send Off, 1:15 p.m. and 5:30 p.m.
Student Association Meeting, Student Lounge,
1:15 p.m. and 5:00 p.m.
- Apr. 5** RMA & B & C Proctored Exams, 10:00 a.m. – 2:00 p.m.
MS Excel Proctored Exam, 1:00 p.m. – 1:15 p.m.
- Apr. 8** New Classes Begin
- Apr. 10** Student Association Meeting, Student Lounge,
1:15 p.m. and 5:00 p.m.
Plant a Tree for Earth Day, 1:15 p.m. and 5:00 p.m.
- Apr. 12** Campus closed for all staff meeting
- Apr. 13** Alumni Social Gathering, Suburban Lanes, 2:00 p.m. – 4:00 p.m.
Cost for Food & Bowling: \$5
- Apr. 17** Student Association Meet & Greet, Student Lounge,
1:15 p.m. and 5:00 p.m.
- Apr. 18** Student Association Meet & Greet, Student Lounge,
1:15 p.m. and 5:00 p.m.
CNA Orientation, 10:00 a.m.
- Apr. 22** CNA Classes Begin
- Apr. 29** Welcome back Nacho Bar, 1:15 p.m. and 5:30 p.m.
- Apr. 30** Welcome back Nacho Bar, 1:15 p.m. and 5:30 p.m.

Bay City

- Apr. 3** Senior Walk, 7:30 p.m.
- Apr. 4** Senior Walk, 11:00 a.m.
- Apr. 4** New Student Orientation, 11:00 a.m. and 5:30 p.m.
- Apr. 8** New Classes Begin
- Apr. 17** Student Association Kick-Off Meeting, 4:30 p.m.
- Apr. 30** Student Appreciation, 11:00 a.m. and 5:30 p.m.

Lansing

- Apr. 1** CNA Classes Begin
- Apr. 2** Open Labs/Study Time, Room 9, 10:00 a.m. – 2:00 p.m.
- Apr. 3** New Student Orientation, 1:00 p.m.
- Apr. 4** Open Labs/Study Time, Room 9, 10:00 a.m. – 4:00 p.m.
- Apr. 5** Career Quest Annual Spring Fling, Noon – 2:00 p.m.
- Apr. 8** New Classes Begin
Certification Study Group, Room 9, Noon – 4:00 p.m.
- Apr. 9** Open Labs/Study Time, Room 9, 10:00 a.m. – 2:00 p.m.
- Apr. 11** Open Labs/Study Time, Room 9, 10:00 a.m. – 4:00 p.m.
- Apr. 16** Student Appreciation Event, 11:00 a.m. and 5:00 p.m.
Open Labs/Study Time, Room 9, 10:00 a.m. – 2:00 p.m.
- Apr. 18** Student Association Meet & Greet, Student Breakroom,
11:00 a.m. and 7:30 p.m. Pizza included!
Short Term Orientation, 1:00 p.m.
Open Labs/Study Time, Room 9, 10:00 a.m. – 4:00 p.m.
Open Labs/Study Time, Room 9, 5:30 p.m. – 9:00 p.m.
- Apr. 19** Certification Study Group, Room 9, Noon – 4:00 p.m.
- Apr. 22** CNA Classes Begin
- Apr. 23** Open Labs/Study Time, Room 9, 10:00 a.m. – 2:00 p.m.
- Apr. 25** Open Labs/Study Time, Room 9, 10:00 a.m. – 4:00 p.m.
- Apr. 26** Certification Study Group, Room 9, Noon – 4:00 p.m.
- Apr. 30** Open Labs/Study Time, Room 9, 10:00 a.m. – 2:00 p.m.

Mount Pleasant

- Apr. 1** Resume Building Workshop, 3:00 p.m. to 5:00 p.m.
- Apr. 8** New Classes Begin
- Apr. 12** CPR Training, 9:00 a.m. to 12:00 p.m.
- Apr. 16** Pre-Externship Meeting, 1:30 p.m. – 4:30 p.m.
- Apr. 17** Pre-Externship Meeting, 1:30 p.m. – 4:30 p.m.
- Apr. 19** Mount Pleasant Spring Graduation, Mt. Pleasant High School
Auditorium, 5:30 p.m.
- Apr. 25** Open Labs, 3:00 p.m. – 5:00 p.m.
- Apr. 26** Open Labs, 3:00 p.m. – 5:00 p.m.
- Apr. 30** Mock Interview Workshop, 1:30 p.m.

APRIL HOLIDAYS ALL CAMPUSES

- Apr. 1 April Fools' Day
- Apr. 7 World Health Day
- Apr. 8 New Classes Begin
- Apr. 10 National Siblings Day
- Apr. 16 National Stress Awareness Day
- Apr. 19 Spring Break through April 28
- Apr. 21 Easter Sunday
- Apr. 22 Earth Day
- Apr. 24 Administrative Professionals' Day
- Apr. 26 Arbor Day

