



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



Administration Skills Training Course

OVERVIEW



Every business needs great office administrators. The success of every flourishing business is excellent office administrators, be it a clerk, coordinator, secretary, or an office manager.

This job takes a special kind of person to perform such tasks. Efficient workers of an organization have often labelled the fuel for that organization; in that sense, Office administrative assistants are like the engine that coordinates, regulates, and keeps things going. The main function of such roles is to guarantee the smooth operation of all processes within an organization.

This role involves lots of responsibilities, involving specialized skills and knowledge to become an efficient administrator. Efficient administrators must possess organizing skills and the qualities to be fast, flexible, efficient, detail-oriented, know to prioritize and work independently.

Excellent communication skills are also vital since administrators are required to coordinate and communicate with people from different departments and cultural backgrounds regularly.

These are skills that can empower you to handle administrative duties and responsibilities.

So whether you want to upskill as a successful Administrator or if you are looking for a job as an Administrative Assistant, or looking to grow into the role of an Office Manager.

This Administrative Skills Training Course offered by JICSI will empower you to achieve great success in the roles you would play in the workplace.

This preparation program will assist you to attain all the required competencies that are vital for succeeding as an administrative assistant.

Each module of the program will reveal useful techniques and tips that will allow you to achieve the efficiency and productivity at the work you do.

The complete training process is very practical and you will be engrossed in numerous exercises and various activities during the program.



Course Objectives

By the end of the Administrative Skills Training Course, participants of this program will be able to:

- Improve their organizational skills and show new levels of productivity
- Organize file systems to enhance overall efficiency
- Write business letters, documents, and email communication
- Effectively use business office applications
- Execute office processes efficiently
- Develop plans to accomplish their responsibilities more effectively
- Comprehend the methods of Planning, Organizing and Regulating
- Understand the abilities of Priority Management
- Discover ways to make quicker decisions
- Understand Emotional Intelligence and its principles at work
- Strengthen telephonic skills to better serve employees and customers
- Understand the basics of data management for better productivity
- Become a master of time management techniques
- Improve your stress endurance skills

TRAINING METHODOLOGY

JICSI has devised this training program on the Administrative Skills Training Course for people at office administration levels.

This training is very interactive as participants from all backgrounds participate in this program and share their own administrative experiences and tasks.

Customized modules can be assembled for administrative specific learning. This program involves discussions, activities, and role-plays.





ORGANISATIONAL BENEFITS

The organizational benefits of employees who take part in this Administrative Skills Training Course will be as follows:

- Refine your understanding of the business and the organization
- Become a multicultural individual and handle people differently
- Participants improve their written communication
- Understand how to handle customer complaints
- Develop stronger relationships with your coworkers and organization
- Increase your efficiency to benefit you and your company
- Use interpersonal connections in the workplace
- Use automated software and basic accounting software
- A decline in workplace stress is noticed

PERSONAL BENEFITS

Applicants who enroll in this Administrative Skills Training Course will benefit in the following ways:

- Improve verbal and non-verbal communication skills
- Learn to build better connections and business relationships
- Explore different personality types and adapt to behaviours suitably
- Participants become goal-oriented in different aspects of their life
- Enhanced assertiveness is observed among the participants
- Increased self-value leads to increased motivation
- Individuals are able to manage personal and work time effectively



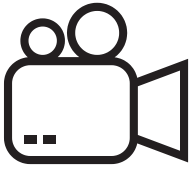


WHO IS THIS PROGRAMME FOR?

Our Administrative Skills Training Course is of importance for everyone plans to have a career as a skilled administrator:

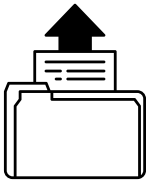
- Office Managers
- Administrators
- Secretaries
- Receptionist
- Administrative Assistants
- Administration Officers
- Personal Assistant (PA)
- Executive Assistant (EA)
- Virtual assistant
- Legal or medical administration officers

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



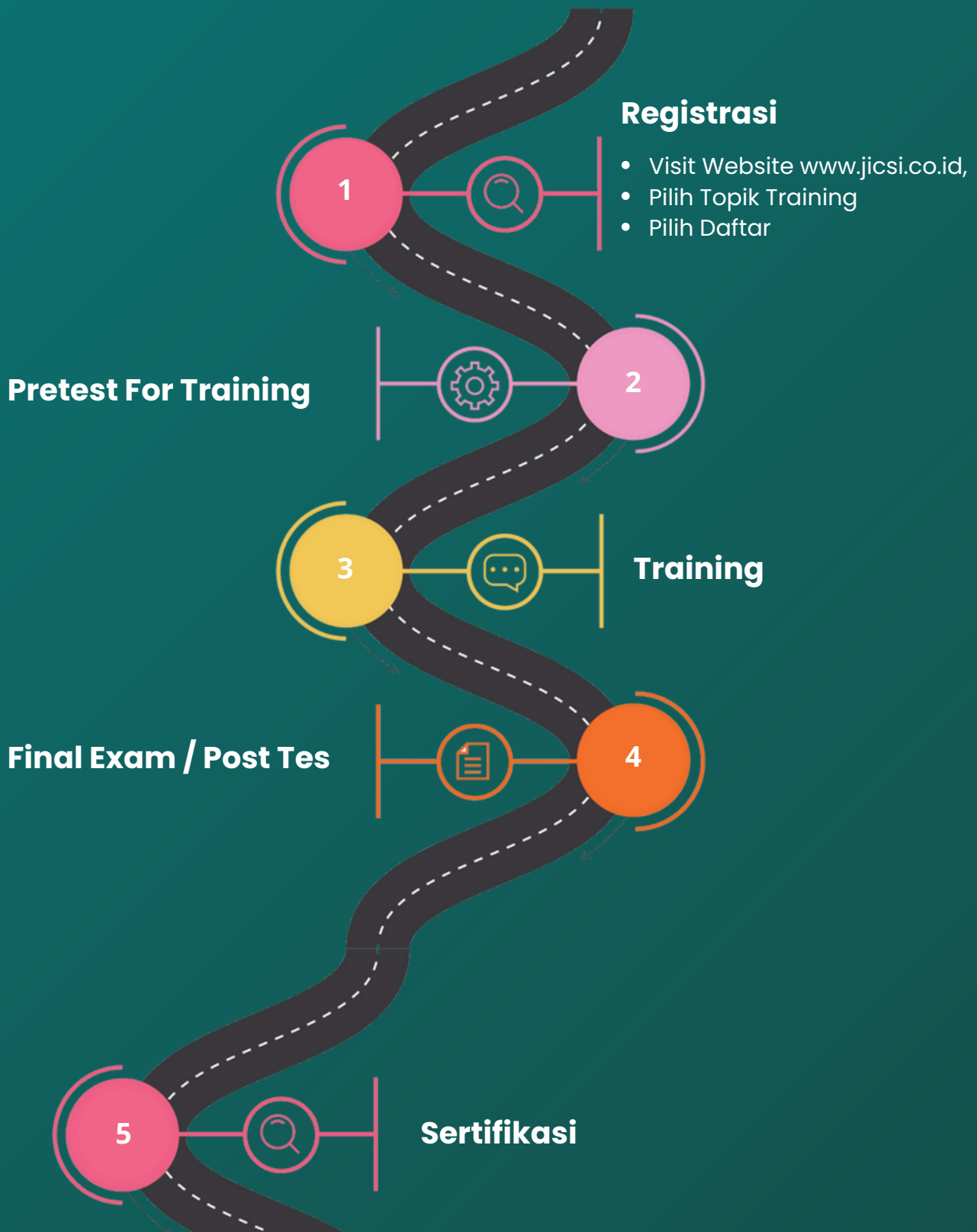
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Importance of an Administrator

Module 2 : Fostering an Operational Office Management System

Module 3 : Developing into a Successful Administrator

Module 4 : Forming a Serving Attitude and Mindset

Module 5 : Basic Office Softwares and Technology

Module 6 : Event and Travel Management

Module 7 : Corporate Meetings

Module 8 : Time Management Skills

Module 9 : Telephonic Skills as an Office Administrator

Module 10: Records Management and Filing

Module 11: Effective Interpersonal Office Skills



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapaun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang, Ph.D
Founder JICSI



Dalam lanskap bisnis yang terus berkembang, pengalaman pelanggan (Customer Experience/CX) telah menjadi faktor kunci yang menentukan keberhasilan perusahaan. Dulu, fokus utama bisnis adalah pada jumlah transaksi dan penjualan. Namun, seiring dengan meningkatnya ekspektasi pelanggan dari waktu ke waktu ditambah dengan persaingan bisnis yang semakin ketat, CX telah berevolusi menjadi "mata uang baru" dalam dunia bisnis yang perlu untuk di pertimbangkan di era bisnis sekarang.

Studi menunjukkan bahwa peningkatan pengalaman pelanggan memiliki dampak langsung pada kinerja finansial perusahaan. Menurut penelitian McKinsey, meningkatkan CX dapat meningkatkan pendapatan penjualan sebesar 2 hingga 7 persen dan profitabilitas sebesar 1 hingga 2 persen. Selain itu, pengembalian total bagi pemegang saham meningkat sebesar 7 hingga 10 persen dengan peningkatan CX.

Perusahaan yang berfokus pada CX tidak hanya melihat peningkatan dalam loyalitas pelanggan tetapi juga dalam profitabilitas. Laporan McKinsey mengungkapkan bahwa memperbaiki pengalaman pelanggan dapat meningkatkan pendapatan penjualan sebesar 2 hingga 7 persen dan profitabilitas sebesar 1 hingga 2 persen.

Perubahan ini mencerminkan pergeseran paradigma di mana pelanggan modern tidak hanya mencari produk atau layanan berkualitas, tetapi juga interaksi yang bermakna dan pengalaman yang memuaskan. Pengalaman yang buruk dapat dengan cepat merusak reputasi bisnis, sementara pengalaman positif dapat mendorong loyalitas dan rekomendasi dari mulut ke mulut. Mengingat customer experience ini sangat penting bagi kemajuan suatu bisnis, Jakarta Internasional Customer Service Institute (JICSI) mengajak teman teman sekalian untuk ikut dalam pelatihan yang sudah kami formulasikan kepada teman teman yang apapun posisi Anda, karena customer experience adalah untuk seluruh anggota organisasi, karena setiap langkah dan perilaku kita ketika berinteraksi dengan pelanggan akan menjadi point penting bagi pelanggan kita ketika mereka melakukan interaksi dengan kita. Pelatihan ini di rancang dan di formulasikan berdasarkan hal hal yang terjadi di lapangan ketika berinteraksi dengan pelanggan, dan bagaimana penyelesaian terhadap suatu permasalahan.

OUR CLIENT





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

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