



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Administration and Office Management Professional

OVERVIEW



How do you become a very effective and successful Office administrator? Office administrative responsibilities deal with overseeing the daily functions of various inter-disciplinary departments to have operations flow smoothly and reduce the workload from higher-level managers.

The major job responsibility of an office administrator is to guarantee the efficient functioning of all connected departments within an organization. They perform as a connecting linkage between departments and between the employees and the management. Your position and role demand from you to keep operations moving effortlessly.

You are also required to be the face of the company and be on the front lines of customer relations. So, do you have the skills to multi manage the entire office? To become an efficient office manager, executive secretary, or administrative officer you will have to sharpen your interpersonal skills related to these jobs and tasks.

This training will help to empower you with these skills and provide you with the knowledge of how to remain in total control and achieve your task deadlines in a well-timed manner.

This Administration and Office Management Professional offered by JICSI is a very interactive and knowledge-sharing training program. Participants will learn skills to manage an office atmosphere effectively and thereby contributing to their organizations as well as their own growth and success.

This course gives crucial and in-depth knowledge that will empower you to outshine as an effective manager of office at your workplace. You will discover the best practices such as being an excellent coordinator in your office space, a great multi-tasker, and an outstanding communicator.

In this program, you will also learn the importance of delivering outstanding customer service experience to see a cascading impact on the business. You will also learn the effects of stress at the workplace, and how to manage them by setting priorities that will empower you to be more energetic and productive.

In this training program, you will also master the efficient use of time to enhance your productivity and lower work pressure. You will learn to be an excellent coordinator and facilitator of team and business meetings. With communication Skills modules, you will learn to be effective with phone and email etiquettes and techniques.



Course Objectives

By the end of the Administration and Office Management Professional Course, the participants of this course will be able to:

- Understand the importance of their role in an organization
- Learn different tactics when dealing with tasks concerning the management and individuals from different departments
- Develop action plans to complete their tasks more effectively
- Understand the techniques of Planning, Organizing and Controlling
- Learn the techniques to manage records and documentations
- Learn how to control emotions during stressful situations
- Enhance your multi-tasking Skills
- Learn the skills of Priority Management
- Implement verbal and written communication approaches
- Coordinate and organize meetings effectively
- Manage telephone calls efficiently and professionally
- Learn to make quick decisions and resolve office-related matters
- Develop relationships throughout the organizational structure
- Develop a customer-centric and service attitude and mindset
- Learn the main causes of stress and apply the practices to control it
- Employ time management techniques for better efficiency
- To submit information in a more effective manner
- Manage time efficiently and be able to think proactively
- Perform basic HR functions and roles
- Think and perform like a manager for effective managerial tasks

TRAINING METHODOLOGY

JICSI has designed this training program on the Administration and Office Management Professional Course for individuals at office administrative and managerial levels.

This workshop is a very interactive session as participants from all cultures participate in this training program and share their own office experiences and challenges. Customized modules can be arranged for organizational specific learning requirements. This program involves group discussions, case studies, and role-plays.





ORGANISATIONAL BENEFITS

Organizational benefits of employees who participate in this Administration and Office Management Professional Course will be as below:

- Improved productivity and creativeness among employees
- They will be able to communicate effectively
- Develop skills to build a network of working relationships
- Employees learn to be more proactive
- There is increased productivity in office management
- Improved time management is noticed
- There are improved office optimism and satisfaction
- There is a reduction in employee absenteeism
- Reduction in office stress is experienced
- Employees improve their written communication
- Administrators are able to manage and present information more effectively
- They are able to work on office systems and technology in an efficient way

PERSONAL BENEFITS

Participants who enrol in this Office Administration and Management Program will benefit in the following ways:

- There is an increased sense of self-confidence that leads to self-satisfaction
- Participants become more goal-oriented in all aspects of life
- Increased assertiveness is observed
- Improved organizational skills overflow outside the workplace
- There is an improve inter-personal skills
- Individuals have a reduced stress level and improved stress management skills
- There is an increase in self-value and therefore an increase in motivation
- Their presentation and public speaking skills are developed
- Individuals are able to manage time for themselves and for others



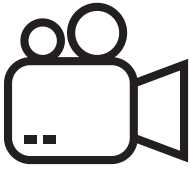


WHO IS THIS PROGRAMME FOR?

This program is designed to provide office administrators, assistants, administrative supervisors and staff, executive secretaries, personal assistants, records management officers, and office managers within the office environment, who want to build on their skills and knowledge.

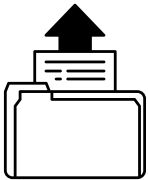
This training program in Office Administration and Management Program allows you to evaluate and develop your interpersonal and professional skills.

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**



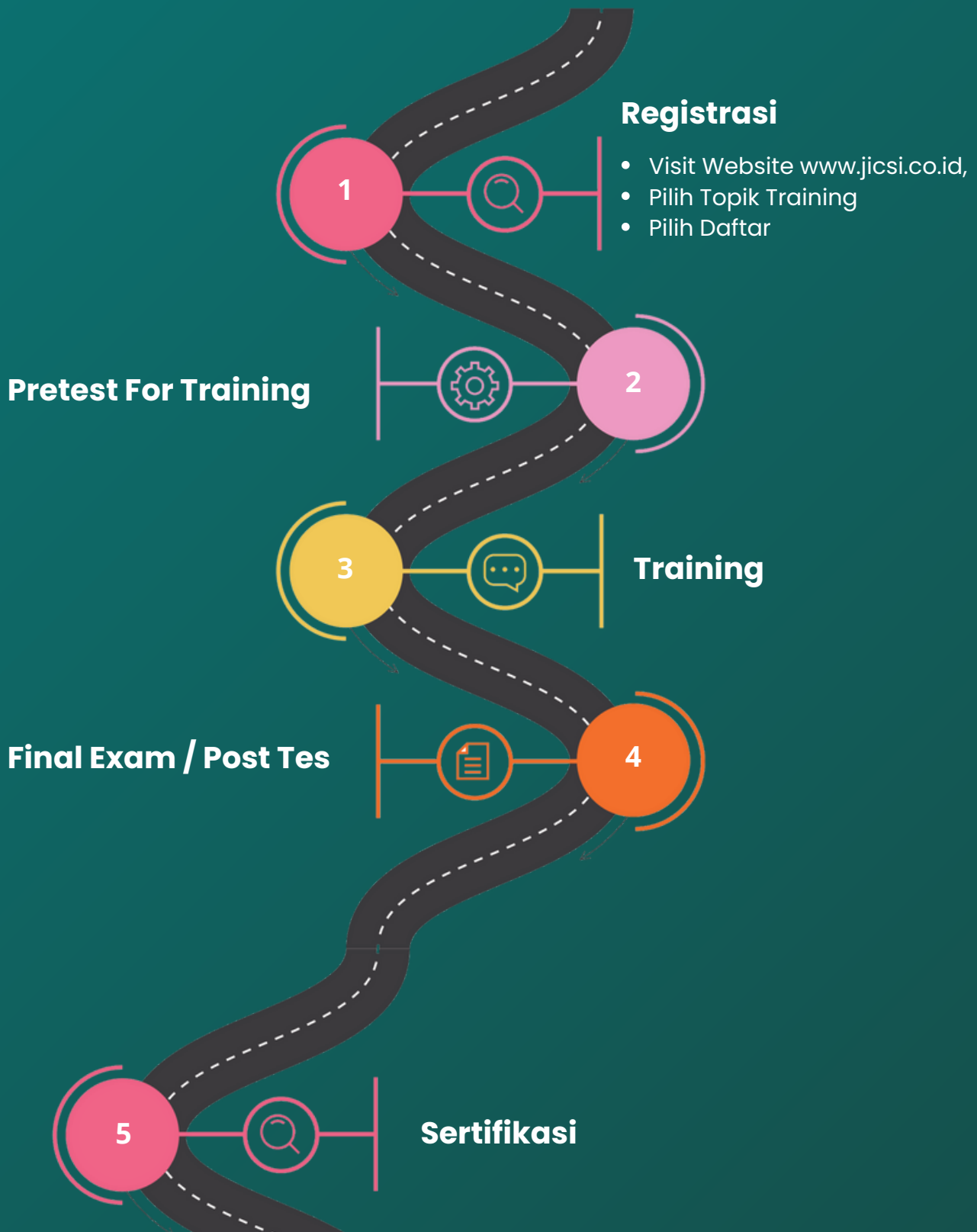
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Role of an Office Administrator

Module 2 : Developing an Effective Office Management System

Module 3 : Becoming a 'Star Administrator' in Office

Module 4 : Customer-Centric Mindset

Module 5 : Office Technology

Module 6 : Event and Travel Management

Module 7 : Business Meetings

Module 8 : Time Management

Module 9 : Telephonic Skills as an Office Administrator

Module 10: Emotional Intelligence



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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