



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Essential Office Administrative Skills Training

OVERVIEW



Efficient office running is fundamental to the success of a business. Dynamic office management, prompt organization, and administrative skills, proficient business communication are some of the elements needed for delivering required services in the office at the right time.

A certified administrative professional is one such specialist who culminates various competencies and aptitude within and caters to diverse concerns of an office. Offices are adopting modernization and turning more technology driven which has generated the necessity for a versatile professional with a wide range of office skills.

Certified administrative professional addresses various tasks and challenges in the organization, planning, business communication, information distribution, and much more. Time calls for harmonized business functions being executed simultaneously.

Such a professional proves to be a link between various operations who ensures timely supervision of different office activities. All business functions originate from the office- from lead generation, to call handling, servicing customers, meetings, requisition of materials, payment to suppliers, designing promotional campaigns, etc.

A business has several specialized staff to perform these particular functions but a need for personnel is felt who could coordinate all these functions together towards the fulfilment of a common goal of the business. This need is met by an accomplished certified administrative professional.

What are different secretarial tasks that are needed to be performed by an administrative professional? How do support tasks help mainstream functions of the business? How to ensure effective information distribution in the office? How to deal with employee conflict and work on conflict resolution? How to ensure better management of office resources?

These are some of the challenges faced by certified administrative professionals while executing their duties. Modern offices and cutting edge competition compels administrative professionals to be more streetwise than ever. Professionals with dulled skills risk losing corporate footing in the present scenario. The administration needs skilled multi-taskers all around to avoid turning the office into a chaotic place. What is Certified Administrative Professional certification? JICSI Solutions has introduced a Certified Administrative Professional course that aims to train professionals as per the evolving business culture.

The certification provides formal training to the participants with the latest hands-on knowledge and aims to develop them into tech-savvy professionals. Emphasis has been laid upon the application of managerial and administrative concepts in the office space.

This certification will give an upper hand to the participants in their careers and allow them to transcend as better performers. The course intends to prepare its participants with the latest techniques, use of technology business practices, and trends that will guide them in becoming accomplished Administrative Professionals.





Course Objectives

The Certified administrative professional course aims to fulfill the following objectives:

- Enhance professional qualifications of the participants and transform them into valuable assets for their corporations
- To highlight the range of duties and responsibilities that fall under the position of an administrative professional
- Widen the skill set of the participants and develop their knowledge base
- Deepen the self-esteem and confidence of the participants with the familiarity of the latest trends and techniques
- Strengthen communication abilities of the participants with a special focus on business communication modes
- Allow the participants to gain more traction in their careers with industry recognized certification
- Enhanced productivity in the office with better coordination among various activities

TRAINING METHODOLOGY

- Interactive sessions and lectures
- Presentations
- Management games
- Role playing/modelling
- Case studies
- Group discussions
- Problem solving sessions





ORGANISATIONAL BENEFITS

Successful completion of Certified Administrative Professional course shall benefit the organization in the following ways:

- Smooth flow of work with better coordination among different activities of the office
- Timely performance of different activities such as conducting meetings, payments, communicating office policies, filing documents, etc.
- Better management of physical resources such as inventory, office supplies
- Enhanced supervision of employees with regards to training, conflict resolution, counseling, etc.
- Improved planning and organization will result in reducing costs of activities, less wastage of resources
- Build better public relations through improved communication and dynamics with customers
- Ensure optimum use of technology through virtual meetings, use of the internet, and appropriate software to maintain office records

PERSONAL BENEFITS

Successful completion of the Certified Administrative Professional course shall benefit the participants at a personal level in the following ways:

- A better understanding of managerial and administrative concepts along with their application in real life scenarios
- Develop a versatile range of skill set in organizing, scheduling, business communication, supervising, and administration
- Cultivate a flexible attitude that will help adjust better to the dynamic business environment
- Gain a competitive edge over peers with enhanced practical knowledge and skills
- Boost their resumes with the certification and negotiate better remuneration

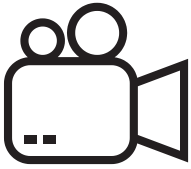




WHO IS THIS PROGRAMME FOR?

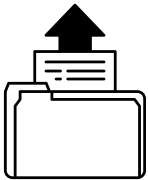
- Office administrators
- Office assistants
- Office clerk
- Office secretary
- Administrative assistant
- Front office managers
- Receptionists
- Supervisors
- General managers
- Entrepreneurs and start-up founders

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**



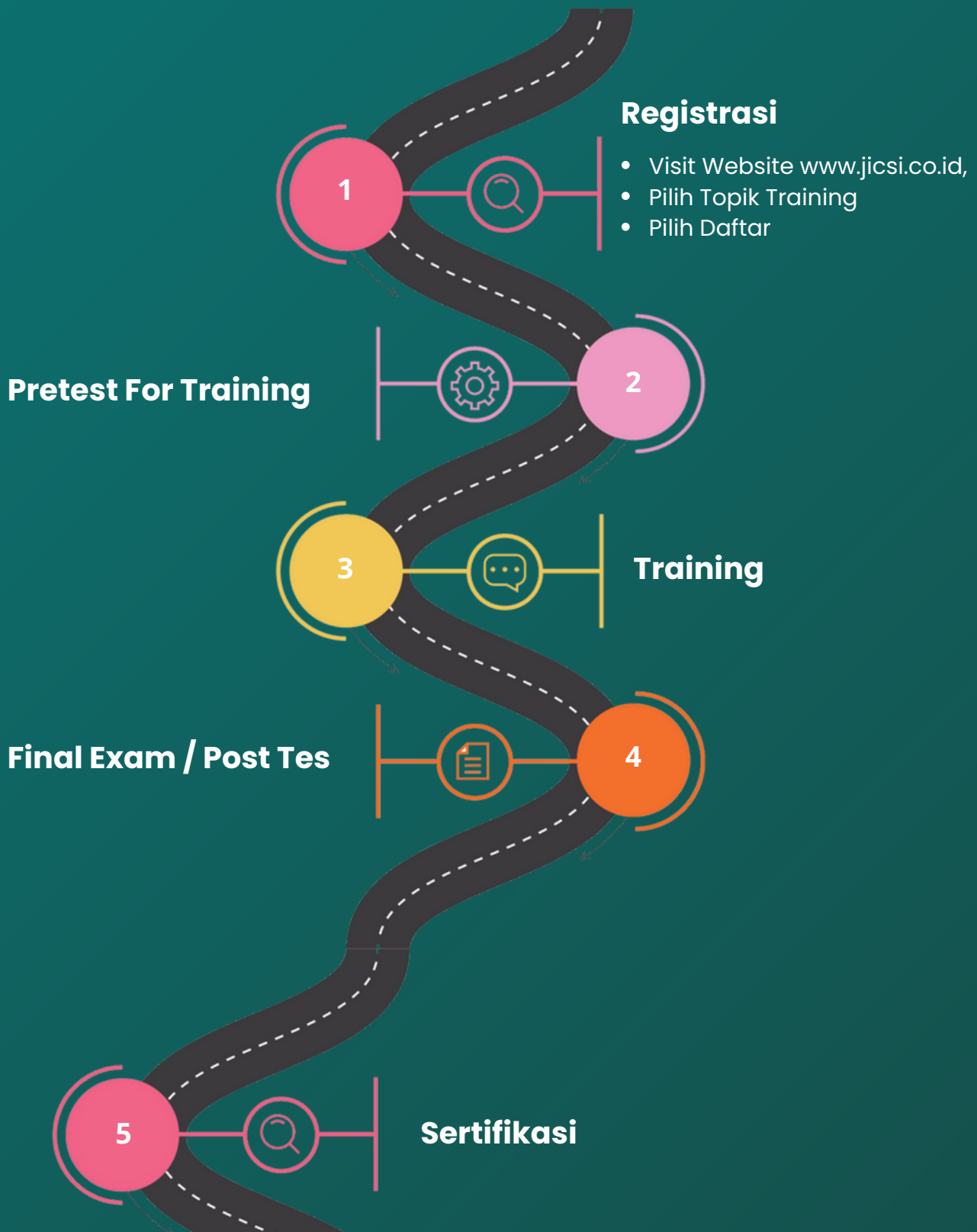
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Introduction to Administrative Duties

Module 2 : Administrative Professional Skills

Module 3 : Business Communication

Module 4 : Planning and Organization

Module 5 : Supervision

Module 6 : Records Management

Module 7 : Information Management

Module 8 : Managing Resources



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**

LOKASI

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M:0858-833-833-83

E:marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

