



Bilingual Office Assistant

TECHNICAL DIPLOMA

Program Code: 31-106-6

West Allis Campus

This is a program for bilingual students.

Students fluent in English and a second language will be prepared for bilingual office positions after completing this program. You will use Microsoft software to produce documents in both languages; and will use videoconferencing, the internet and other technologies. All courses, except foreign language instruction, are taught in English. Courses are offered in a variety of formats including online and blended, which may include traditional classroom instruction and an online component.

Career Outlook

There is a strong need for bilingual office workers to serve diverse communities.

Program Learning Outcomes

- Perform accurate workplace communications
- Use technology skills for business tasks
- Perform routine office procedures
- Demonstrate professionalism and effective workplace relations

Admission Requirement

- A high school diploma or GED



Business & Management
MILWAUKEE AREA Technical College

COURSES	Credits
ENG-195	Written Communication ‡ 3 (or) ENG-201 English 1 ‡
OFTECH-101	Office Technologies 1 3
OFTECH-103	Keyboard and Keypad 1
OFTECH-119	Information Management..... 3
OFTECH-183	Bilingual Customer Service Skills..... 3
FLANG-123	Intermediate Spanish ‡ * 3 (or) FLANG-218 Spanish 5: Conversation, Grammar and Current Topics ‡
OFTECH-104	Budgeting Basics for Support Personnel . 3
OFTECH-122	Business English Essentials..... 3
OFTECH-133	Business Document Production 1 ‡ 3
OFTECH-165	Administrative Office Procedures ‡ 3
OFTECH-184	MS Office: Word, Excel, Access and PowerPoint ‡ 3
OFTECH-170	Meeting and Event Planning for Support Personnel 3
OFTECH-190	Bilingual Office Assistant Internship ‡ 1
TOTAL CREDITS: 35	

‡ Prerequisite required.
Program curriculum requirements are subject to change.
* Another foreign language course may be substituted
for this course. The student must earn a minimum 2.5
GPA in the program's foreign language coursework.

Current MATC students should consult their
Academic Program Plan for specific curriculum
requirements.

Possible Careers

- Bilingual Customer Service Representative
- Bilingual Office Assistant
- Bilingual Receptionist
- Bilingual Clerk
- International Assistant

Related Programs

- Administrative Support Specialist
- Medical Administrative Specialist
- Office Technology Assistant



10% Post Consumer Recycled



matc.edu or 414-297-MATC
Wisconsin Relay System 711

Downtown Milwaukee Campus
700 West State Street

Mequon Campus
5555 West Highland Road

Oak Creek Campus
6665 South Howell Avenue

West Allis Campus
1200 South 71st Street

**MATC Education Center
at Walker's Square**
816 West National Avenue, Milwaukee