



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Office Administrator

Overview

An Office Administrator plays a crucial role in providing administrative and office support to individuals, teams, or departments. This role is essential to the smooth running of a business. The aim of this course is to develop the knowledge, skills, and capabilities required to be an effective and efficient office administrator, while emphasising the importance of teamwork, communication, and professionalism.

Objectives

On completion of this course, delegates will be able to:

- Understand the position and functions of an office administrator.
- Recognise their professional role as part of the team.
- Manage time effectively through prioritisation and delegation.
- Apply practical problem-solving techniques in the workplace.
- Develop and manage filing systems.
- Communicate effectively with colleagues, managers, and clients.
- Maintain a positive attitude and professional image.
- Apply digital tools to streamline administrative tasks and improve efficiency.
- Develop resilience and adaptability in fast-changing office environments.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

The course is facilitated by an experienced subject matter trainer, using a combination of:

- Interactive Discussions
- Role Plays & Case Studies
- Practical Exercises
- Videos & Slide Presentations
- Games & Group Activities
- Written Questions and Feedback

Who should attend?

This course is specifically designed for individuals responsible for cleaning, maintaining, and servicing the office environment, including:

- Personal Assistants
- Admin Clerks
- Office Managers
- Office Administrators
- Administrative Assistants
- Receptionists
- Admin Support Staff

Course Outline

This course consists of the following 5 modules

Module 1	The Role of the Office Administrator • Key functions and responsibilities • Professional image: dress code & grooming • Building self-esteem and a positive attitude • Body language and non-verbal communication • Developing a "business partner" mindset as an administrator
Module 2	Teamwork, Accountability & Conflict Management • Importance of teamwork in administration • Taking initiative and being proactive • Responsibility and accountability in support roles • Handling criticism constructively • Conflict resolution skills • Emotional intelligence for workplace collaboration
Module 3	Core Office Administration Skills • Telephone techniques & procedures • Stationery and office supply management • Managing petty cash • Stock control and record-keeping • Working effectively with couriers and service providers • Introduction to basic procurement and vendor relations

Module 4	Information & Records Management • Organising paperwork and document flow • Managing confidential information and documents • Diary and calendar management • Filing systems: traditional and electronic • Rules of filing and access control • Photocopying and mail handling • Best practices for digital filing, cloud storage, and data protection
Module 5	Customer Service, Time & Workflow Management • Customer service for internal and external clients • Handling customer complaints effectively • Organising meetings and minor events • Planning work and setting deadlines • Prioritising tasks and managing workflow • Managing workplace stress and staying motivated • General office safety and security • Practical time-saving tools and apps for administrators

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire