

Management and Strategy Institute, LLC.

Certified Business Office Manager (CBOM)

Course of Study

Introduction

As an office manager, it's critical that you have the skills and knowledge to optimally manage an office for efficiency, productivity, and with the necessary level of professionalism. Managing an office varies with the complexity of the operations or the industry your business supports. The daily operations can be managed using a solid framework with established processes.

The goal of the Management and Strategy Institute is to teach you the key competencies required to function in the role of a Business Office Manager. As you go through the training material you will learn the competencies listed below.

The CBOM exam is a timed, online exam. It consists of approximately 25 questions and has a required passing score of 65%.

Competencies

This course of study covers the following competencies:

Office Manager Introduction

- Being an office manager requires a diverse set of skills. Duties can include anything from greeting clients, to supervising other employees, to management of payroll, or even dusting the office.
 - Learning Outcome: Understand the basic duties of an office manager.

Office Management Roles and Responsibilities

- The office manager is the key individual responsible for quality service and business success. Office managers manage the work, workflow, and workers in the office management environment.
 - Learning Outcome: Have a deeper understanding of office manager responsibilities.

Core Competencies and Skillsets

- As the office manager there are four focus areas of competence you will need. These competencies are critical for every office manager position and at every level of responsibility.
 - Learning Outcome: Understand professionalism, leadership, critical thinking skills, and communication skills.

Business Operations and Legal Requirements

- The office manager will monitor and perform any requirements for the legal structure of the office, such as proprietorship, corporation, partnership, or other legal structure.
 - Learning Outcome: Understand the basic responsibilities regarding operations and legal requirements.

Financial Management

- Each office manager will perform some form of financial management. This may include accounting, bookkeeping, payroll, receiving payments from customers, paying for supplies, vendor support, or hiring consultants.
 - Learning Outcome: Understand the basic financial responsibilities of an office manager.

Information Technology Management

- The office manager is also responsible for information technology management as well as the office equipment selection and disposition once equipment has reached its expected lifespan.
 - Learning Outcome: Understand the IT requirements of an office manager.

Human Resource Management

- As the office manager you will have several responsibilities in hiring practices and staffing your office with the right employees.
 - Learning Outcome: Understand the basic Human Resource functions of an office manager.

Supervising Employees and Ensuring Work Flow

- Much of your day to day activities will include supervising your employees and ensuring proper workflow to complete the tasks that are necessary to satisfy customer needs.
 - Learning Outcome: Understand how to supervise employees and monitor the workflow within the office.

Physical Office Environment Management

- The physical office environment is another factor which affects your customer service, efficiency, safety, productivity, and employee satisfaction.
 - Learning Outcome: Understand physical office manager.

Productivity and Efficiency

- Productivity and efficiency are one more factor that the office manager will monitor. The manner in which you produce your work in terms of quality, efficiency, and satisfaction largely define your reputation as an office manager.
 - Learning Outcome: Understand the numerous operational improvements that you can make as the office manager to continually refine your operations and innovate how you produce services.

Office Management Best Practices

- So how do you know if you are doing a good job? That is a question you should ask yourself frequently as an office manager and as a professional.
 - Learning Outcome: Review and understand office manager best practices.

Learning Resources

Required:

Material included with your purchase is required reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is not required, however it will assist you in becoming an office manager.

- Loren B. Belker, Jim McCormick, Gary S. Topchik (Jan 2012), *The First-Time Manager*, ISBN-13: 978-0814417836
- Sue France (Dec 2012), *The Definitive Executive Assistant and Managerial Handbook: A Professional Guide to Leadership for all PAs, Senior Secretaries, Office Managers and Executive Assistants*, ISBN-13: 978-0749465827

Preparing for Success

In order to successfully complete the CBOM exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 1-hour of time.

Frequently Asked Questions

What happens if I fail the exam?

- You are given two additional attempts to pass the exam at no additional cost.

Will I receive a physical certificate in the mail?

- Yes, MSI will mail you a certificate suitable for framing as well as transcripts.

Will I receive Professional Competency Units (PCU's)?

- Yes, the Certified Business Office Manager (CBOM) exam awards 10 PCU's upon passing of the exam.