



UNITED SOUTH END
SETTLEMENTS

adult
program



Training for Office Jobs

Class starts September 17, 2018

Information sessions
Each Monday in August 10 AM

12-week program

Monday – Thursday

9:30 AM – 2:30 PM

Fridays

9:30 AM – 12:30 PM

Followed by continued job coaching and placement support

Located at:

United South End Settlements

Visit our website to register for an information session
www.uses.org/programs/job-training/

Training for Office Jobs program prepares under- and unemployed workers for administrative employment with career potential.

This training will equip you with the skills, attitudes and behaviors needed for success in various office environments.

Participants will receive training in the latest Microsoft Office software and technology as well as professional skills such as customer service, time management, teamwork, goal setting, problem solving, and self-motivation.

Each participant will work one-on-one with a coach to help set goals, create an action plan, and stay on task to achieving those goals. Participants receive individualized job placement assistance and ongoing support while on the job.

We offer three cycles each year with 12-15 participants per cycle.

Ideal candidates must be willing and able to work.

For more information or to schedule an appointment, visit our website www.uses.org or please contact **Adella Ryan** at aryan@uses.org any time or call **617-375-8196** between 3:00 P.M. and 4:15 P.M. Monday through Friday.



Training for Office Jobs (TOJ) FAQ

What will I learn in this training program?

- Microsoft Word and Excel
- Accelerated typing
- Internet navigation and email practices
- Resume and cover letter development
- How to develop a professional presence
- Workforce readiness skills and techniques: interviewing and business etiquette

Are there requirements for this program?

- Willing and able to work
- Commitment for 12 weeks of training
- Boston residency is a priority in our selection
- High school diploma or a HiSET/GED completion
- Typing speed at least 15 words per minute
- 9th grade reading level (testing will be given)
- Pass digital literacy assessments
- Provide a resume, two references, proof of income and residency

Do I need to know anything about computers?

The program is designed for individuals who are comfortable using the mouse, are familiar with basic operations of a computer and have an introductory knowledge of Microsoft Office.

Are there any other benefits?

Coaching – individualize support to equip you with tools to overcome barriers towards education/career success.

Income Support – ensuring that any income-related barriers to success are minimized.

Childcare Assistance – if slots are available, you can apply to our Youth Programs.

Tutoring – Technology assistance during the training.

How long is the program?

12 weeks of classes, 5 days/week followed by continued support with job search and placement. By the end of the program you will have completed a professional portfolio containing your career plan, resume, cover letter, job inquiries, sample written and online job application and thank you emails. After job placement, we will conduct check-ins to support your job retention and further success.

How often do I have to come to class?

You are expected to come to class on time and stay for the entire day. You must maintain an attendance rate of at least 90% of all classes. Your participation will impact your graduation and placement.

What kinds of jobs would I qualify for after I complete the program?

- Administrative Assistant
- Call Center Representative
- Customer Service Representative
- Data Entry Operator
- Front Desk Receptionist
- Human Resources Assistant
- Inventory Control Clerk
- Receptionist

Am I guaranteed a job at the end of the program?

It depends on the effort you put into the program and the availability of jobs. Throughout the program, we will assist you in identifying and securing a job with a local employer.

How do I sign up for the program?

Visit USES <https://www.uses.org/programs/job-training/> and fill out an interest form (the link is below the photo). After filling out the interest form, we will contact you about attending an information session, which will be held on Mondays in the weeks preceding the start of the next cycle. Then you will be asked to return to complete the registration process, which includes completing our application; taking a reading test, typing test, and digital literacy assessments.

When will I know if I have been accepted?

Qualified applicants will be contacted for an interview after completing the application and assessments. Applicants may be requested to return for a second interview.

All accepted applicants will be notified by mail, phone and email 1-2 weeks prior to class start date. Failure to complete all of the requirements will prevent you from being considered for the program.

What is the schedule for all trainings in 2018-19?

9/17/18—12/14/18

01/07/19—03/29/19

04/22/19—07/19/19

What if I have more questions?

Please attend an information session at USES for more information.

For more information on United South End Settlements, visit www.uses.org.