



## General Office, Transportation Clerk 6 Months

### **Program Information:**

The order and length of time spent on each topic is subject to change. Some students take longer in some areas and a shorter time in others, depending on their abilities to master the content. The advantage of this program is that it works at the student's pace. All training is done using one-on-one instruction during a student's scheduled class time.

### **Start Dates and Class Hours:**

Office Careers has open-enrollment. Students may not initially get a preferred classtime. Available classtimes start between 8:00 am and 2:00 pm. Classes run Monday through Friday where training time is one to three-hours per day.

### **MS Office:**

Microsoft Office Suite of software is the workhorse of the business world. We use current releases so you can be familiar with the most current programs and qualify for better jobs. We teach Word, Excel, PowerPoint, Access and Outlook from beginning to advanced.

### **Transportation Clerk:**

The dispatcher course will reinforce the skills needed for successful dispatching. Through a combination of quizzes and daily exercises based on the textbook "Daily Dispatch Challenge," students will learn how to create and keep logs, learn state and federal regulations, calculate load arrival times, assemble and use a well-organized record keeping system, handle emergency situations and problem solve with customers/drivers.

### **Keyboarding/Ten Key:**

Daily practice of keyboarding and occasional practice of 10-key using Mavis Beacon Teaches Typing. Typing goal: 35 wpm and 130 spm.

### **Customer Service:**

Learn to assist customers with inquiries and problems in frontline call centers, help desks, tele service centers, and online. Includes instruction in user interfaces and user behavior; principles of hardware and software systems operation; customer interaction skills; telephone and e-mailing skills; data entry; and database and Internet searching and retrieval.

### **Job Search:**

This training service gives students real-life exposure and job experience using the new skills they have developed. Our practicums may be paid positions leading to full-time employment. Office Careers has used our Job Preparation Service to bridge the gap to having demonstrable skills to an employer. This important final step gives our clients confidence and competitiveness in the open job market. This is followed by creating resumes and cover letters, finding job leads, applying, and interviewing for work. Our students use their new skills and resources to complete the process.

### **Cost:**

\$6,900.00 Tuition - Excluding other fees listed, tuition is all-inclusive for \$1,150 per



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month. Tuition includes a specially configured laptop and devices described at the end of the training plan. Office Careers will make arrangements for internet access to deliver training services.

\$6,900.00 Total

Tuition is billed quarterly (every 90 days). Tuition is due at the start of training. Start dates may be any date Office Careers agrees to, based on instructor availability.

### **Week 1**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: Opening documents, editing, saving

### **Week 2**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: creating business letters, creating reports

### **Week 3**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling  
MS Office: MS Word: creating business letters, creating reports

### **Week 4**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling  
Transportation Clerk: Interstate Truck Driver Guide

### **Week 5**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Opening documents, editing, saving  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling  
Transportation Clerk: Interstate Truck Driver Guide  
Transportation Clerk: Overview of Fleet Training

### **Week 6**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Opening documents, editing, saving  
Transportation Clerk: Applying State, Federal, and Company Policies  
Transportation Clerk: Load Arrival Times  
Transportation Clerk: Overview of Fleet Training  
Transportation Clerk: Record Keeping



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### Week 7

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Computer: MS Windows basics, security  
MS Office: MS Excel: Opening documents, editing, saving  
Transportation Clerk: Delivery Assignment 1

### Week 8

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Computer: MS Windows basics, security  
MS Office: MS Access: Data entry into multiple tables  
Transportation Clerk: Delivery Assignment 2  
Transportation Clerk: Delivery Assignment 3

### Week 9

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Data entry into multiple tables  
Transportation Clerk: Delivery Assignment 3  
Transportation Clerk: Identifying Critical Information  
Transportation Clerk: Participatory and Active Listening

### Week 10

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Filing: Alphabetic Rules.  
MS Office: MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.  
MS Office: MS Access: Filing: Final exam  
Transportation Clerk: Driver Differences  
Transportation Clerk: Emergencies  
Transportation Clerk: Handling Telephone Calls  
Transportation Clerk: Participatory and Active Listening

### Week 11

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Filing: Final exam  
MS Office: MS Word: creating business letters, creating reports  
Transportation Clerk: Communication  
Transportation Clerk: Handling Telephone Calls



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### Week 12

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: creating business letters, creating reports  
MS Office: MS Word: Tabs, Margins, Indents  
Transportation Clerk: Communication  
Transportation Clerk: Negotiation  
Transportation Clerk: Problem Solving  
Transportation Clerk: Selling

### Week 13

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: Tabs, Margins, Indents  
Transportation Clerk: Dispatch Review

### Week 14

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Formulas, Formatting  
MS Office: MS Word: creating business letters, creating reports  
Transportation Clerk: Ethical Issues in Transportation Industry  
Transportation Clerk: Getting Familiar with FMCSA.DOT.GOV

### Week 15

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Formulas, formatting  
Transportation Clerk: Dispatch/Office Review - Company Presentation  
Transportation Clerk: Ethical Issues in Transportation Industry

### Week 16

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Forms and Reports  
MS Office: MS Excel: Formulas, formatting  
MS Office: MS Word: creating business letters, creating reports  
Transportation Clerk: Dispatch/Office Review - Company Presentation  
Transportation Clerk: Dispatch/Office Review - Customer Calls  
Transportation Clerk: Dispatch/Office Review - Customer Records

### Week 17

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Forms and Reports  
Transportation Clerk: Dispatch/Office Review - Customer Calls  
Transportation Clerk: Dispatch/Office Review - Scheduling Drivers



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### Week 18

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Forms and Reports  
MS Office: MS Access: Queries, entering and correcting data in tables  
Transportation Clerk: Dispatch/Office Review - Scheduling Drivers  
Transportation Clerk: Dispatch/Office Review - Thank You Mail Merge

### Week 19

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Queries, entering and correcting data in tables  
MS Office: MS PowerPoint: Basic presentations  
Transportation Clerk: Dispatch Payroll Exercises

### Week 20

Customer Service: Customer Service: Entering data from phone calls  
Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS PowerPoint: Basic presentations

### Week 21

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

### Week 22

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files  
MS Office: Using Word, Excel and Access together

### Week 23

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs  
MS Office: Using Word, Excel and Access together



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### **Week 24**

Job Search: Job Search activities using the Internet  
Job Search: Resume and Cover letter development  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Week 25**

Job Search: Job Search activities using the Internet  
Job Search: Resume and Cover letter development  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Week 26**

Job Search: Job Search activities using the Internet  
Job Search: Resume and Cover letter development  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Laptops Provided by Office Careers:**

Setup and Internet Access

Essential equipment to attend classes remotely or onsite is included in the cost of all training plans. When a student uses a laptop from their home, they will need to sign an ownership agreement. Students may not use their own computers for classes unless they sign a terms agreement with Office Careers that releases us from any damages or loss of data.

Laptops provided by Office Careers are pre-configured for on-line communication and remote access. We setup our laptops for students with no prior computer experience. We have backups and safety built in so that we can repair a computer without a home visit and limit the loss of class days due to any technical issues.

Computers supplied by Office Careers may include a secondary monitor (our modern-day paper stand), and a wireless keyboard/mouse to avoid using the laptops keyboard. We can provide ergonomic devices that are generally sold at office stores or easily configure for prescribed devices. If needed, Office Careers will arrange for Internet service that may include paying the student to keep internet service running in their home. Only in cases where a student will need Internet access via Satellite, may other fees be negotiated as an additional expense.

**All other policies and holidays are posted at [officecareers.org](http://officecareers.org)**