



General Office, Transportation Clerk 12 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.

Cost:

\$13,800.00 Tuition - Excluding other fees listed, tuition is all-inclusive for \$1,150 per 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.

\$13,800.00 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.



General Office, Transportation Clerk 12 Months

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: Opening documents, editing, saving

Week 3

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

Week 4

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

Week 5

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

Week 6

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 7

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

Week 8

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

Week 9

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 10

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



General Office, Transportation Clerk 12 Months

Week 11

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: Overview of Fleet Training

Week 12

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: Record Keeping

Week 13

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving
Transportation Clerk: Record Keeping

Week 14

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 15

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Computer: MS Windows basics, security
Transportation Clerk: Delivery Assignment 2

Week 16

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 17

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



General Office, Transportation Clerk 12 Months

Week 18

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 19

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Alphabetic Rules.
Transportation Clerk: Participatory and Active Listening

Week 20

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.
Transportation Clerk: Driver Differences
Transportation Clerk: Emergencies

Week 21

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Final exam
Transportation Clerk: Handling Telephone Calls

Week 22

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

Week 23

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

Week 24

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



General Office, Transportation Clerk 12 Months

Week 25

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

Week 26

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

Week 27

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

Week 28

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 29

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

Week 30

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 31

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

Week 32

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: Dispatch/Office Review - Customer Records



General Office, Transportation Clerk 12 Months

Week 33

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Forms and Reports
Transportation Clerk: Dispatch/Office Review - Customer Calls

Week 34

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

Week 35

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 - Scheduling Drivers

Week 36

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 37

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
Transportation Clerk: Dispatch/Office Review - Thank You Mail Merge

Week 38

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 39

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



General Office, Transportation Clerk 12 Months

Week 40

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 41

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

Week 42

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 43

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 44

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

Week 45

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

Week 46

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

Week 47

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Review of MS Office including testing over programs

Week 48

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Review of MS Office including testing over programs



General Office, Transportation Clerk 12 Months

Week 49

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Review of MS Office including testing over programs

Week 50

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Review of MS Office including testing over programs

Week 51

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Review of MS Office including testing over programs

Week 52

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

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