



PROGRAM DESCRIPTIONS and FACT SHEET

Banking and Finance Skills Training is a 150 hour, 8 week program designed to provide short term skill acquisition training and support in the areas of banking, financial terminology, customer service, sales, regulations, debit and credit exercises, mock teller simulations, ethics and an introduction to MS Word, MS Excel and fundamental computer skills. This course includes a combination of curriculum-based classroom instruction, industry guest speakers, tours and employment readiness training including: resume development and interview skills training to prepare individuals for a variety of occupations in banking and finance. Occupations areas: teller associate, operations, customer service, accounting specialists, reconciliation, corporate operations clerks and other related positions.

- *Non-paid training*
- *No criminal background- No felonies, financial crimes, theft, or any kind of fraud*
- *Must have High School Diploma or GED*
- *Average wage at placement is \$10.51/hr***
- *Assessments: TABE 6th grade reading and 6th grade Applied Mathematics, Basic Computer Skills, must type 25WPM*

Medical Office Skills Training is a 150 hour, 8 week course designed to provide short term skill acquisition training and support in the areas of medical terminology, computers, insurance information, document preparation and electronic medical records systems. This course includes a combination of curriculum-based classroom instruction, industry guest speakers, tours and employment readiness training including: resume development and interview skills training to prepare individuals for a variety of occupations in a medical office environment. Occupations areas; patient rep, admin coordinator, patient account specialist, insurance specialist, charge entry specialist, and other related positions.

- *Non-paid training*
- *No criminal background*
- *High School Diploma or GED, college degree is welcome*
- *Healthcare experience recommended*
- *Average wage at placement is around \$11.34/hr***
- *Assessments: TABE 6th grade reading and 6th grade Applied Mathematics, Typing test (30 wpm)*



Customer Service / Call Center Skills Training

Twin Cities call centers hire G/ES participants!

Do you like to help people? Can you see yourself helping a customer to use electronics or assisting a caller who has a health concern? How about reserving great seats at a game or a play for a customer? Maybe you'd prefer trying your hand at sales or helping people over the phone in a crisis situation... All of these are examples of call center work and this class will prepare you for them all, basing its curriculum on what Twin Cities call centers tell us they *need*. It will also teach you resume/interview skills that WORK! This course is a **150 hours/8 week course** designed to provide short term skill acquisition training and support in the areas of call center work environment and customer service. Its energetic, FUN and non-threatening atmosphere allows its participants to learn about service attitude, communication skills, building customer rapport, telephone etiquette and managing challenging customers.

The same skills you learn to make a customer happy will also make hiring managers happy! *And* you get to learn computer skills on top of everything else!!

- *Non-paid training*
- *High School Diploma or GED*
- *Average wage at placement is \$13*
- *Assessments: TABE 6th grade reading and 6th grade Mathematics, Typing test (25 wpm)*

Construction Skills Training is a 350 hour, 12 week, course designed to provide short term skill acquisition training and support in the areas of construction fundamentals including; OSHA 10 hazard awareness, instrument and tool usage, math and measuring, blueprint reading, fabrication, framing, sheathing and finishing skills, installation of doors and windows and Lead Abatement certification. This course includes a combination of curriculum-based classroom instruction and actual construction site work experience and employment readiness training including: resume development and interview skills training to prepare individuals for occupations such as general laborers, carpenters, roofers, framers and other occupations in the construction and related industries.

- *Performance Based Stipend Program*
- *Must obtain a valid MN Driver's License by the completion of training; having a car is a plus!*
- *Average wage at placement is \$12.06/hr***
- *Opportunities for both men and women*
- *Assessments: TABE 6th grade reading, TABE 6th grade math*



Automotive Service Technician Skills Training is a 150 hour, 8 week, course designed to provide short term skill acquisition training and support in the areas of shop safety, engine lubrications, cooling systems, tire, belts, brakes, customer service, technical service information and 20-point inspection and maintenance. The course includes a combination of curriculum-based classroom instruction, industry guest speakers, on-the-job training and employment readiness training including: resume development and interview skills training to prepare individuals for entry-level positions in vehicle maintenance and repair. Occupations include; tire, battery and lube technicians and other related positions.

- *Paid training-\$7.25 per hour of working on vehicle repair*
- *Must have a valid MN Driver's License*
- *Average wage at placement is \$9.32/hr***
- *Assessments: TABE 6th grade reading*

Retail Skills Training is a 150 hour, 8 week, course designed to provide short term skill acquisition training and support in the areas of customer service, team work, communication, retail terminology, stocking, food service and cart attending. This course uses a combination of curriculum-based classroom instruction, industry guest speakers, on-the-job training and employment readiness training including: resume development and interview skills training to prepare individuals for employment in the retail industry.

- **MUST BE REFERRED AND HAVE A FUNDING SOURCE to be in the retail program**
- *Wage incentive \$7.25 per hour of working on the retail floor*
- *Monday-Friday 9:00am to 1:00pm*
- *Training is held at Target stores*
- *No felonies or theft crimes*
- *Average wage at placement is \$7.69/hr*
- *Be at least 16 years of age*



Frequently Asked Questions about our Skills Training programs:

Is there a cost for participating in skills training programs?

1. Depending on a participant's financial circumstances there are usually no direct charges. The majority of participants do not personally pay training fees.
2. You do not need to be "referred" by an agency to participate in training **except** with the Retail Skills Program. **Only paid referrals are accepted for Retail Skills**

If I don't pay, who does? How much do the programs cost?

1. Training fees are paid by agency referrals, grants, foundation dollars, and profits from our retail stores. Occasionally agencies will ask participants to pay a portion of the fees along with the agency. This is negotiated between the referring agency and the participant.
2. Fees are as follows: Each program has an \$80 intake fee. Training Fees are: Automotive Skills is \$2,800; Banking and Finance is \$2,500; Medical Office is \$2,500; Customer Service Call Center is \$2,500, Construction is \$4,200 and Retail Skills is \$2,500.

Am I eligible for Goodwill/Easter Seals Skills Training Programs?

1. Do I have a barrier to employment?
2. Do I have a strong interest in obtaining employment in this specific industry?
3. Do I meet Goodwill/Easter Seal's eligibility criteria?
1. Do I meet the skills training program's criteria?

Who will I work with if I enter a skills training program?

1. Skills Training Intake Coordinator
2. Assessment Specialist
3. Skills Trainer
4. Case Manager
5. Employment/Support Consultant

How/where can I find out more about (or if I'm eligible for) the training programs?

1. Come to an information session (details below). (**Everyone—except** those interested in **retail training**—must start by coming to an information session.)

How do I apply or sign up for one of these training programs?

1. **Everyone**—except retail--**MUST start** by coming to an information session
 - a. Persons interested in retail should NOT come to an information session. They should contact their referral source to discuss training)
2. Information Sessions/Eligibility Screenings are held:
 - a. The **2nd** and **4th TUESDAY of EVERY MONTH**
 - b. Arrive by **1:45pm**--they start promptly at 2:00p
 - c. They are held at the following location:

**Goodwill Easter Seals
553 Fairview Avenue North
St. Paul, MN 55104**

For more information:
See our Website at www.goodwilleasterseals.org

Our Mission is to assist people with barriers to education, employment, and independence in achieving their goals.