

OFFICE SKILLS & CUSTOMER SERVICE PROGRAM

All trainings are self-paced and interactive.

Small class sizes means instructor is available to offer intensive support.

Results help clients determine appropriate vocational or non-vocational goals to pursue.

Clients receive vocational counseling and one-to-one support.

\$10/day stipend available for participants.

Software-based trainings consist of two components:

- self-paced lessons including audio, visual, and interactive elements
- reinforcement exercises

Some courses also include self-paced final projects and quizzes to further reinforce and track learning.

Non-software-based trainings include:

- instructional readings
- reinforcement exercises
- project work
- one-to-one or small group discussion/practice with the instructor
- final quiz to track learning
- spelling, vocabulary and grammar

BRIGHT FUTURES

AVAILABLE TRAININGS

- Windows
- Word (introductory & advanced)
- Excel (introductory & advanced)
- Outlook
- Access
- Publisher
- PowerPoint
- Internet Explorer
- Keyboarding
- 10-Key
- Introduction to Clerical Skills
- Business Writing
- Spelling, Vocabulary & Grammar
- File Management
- Let's Talk Telephone Skills
- Introduction to Commendable Customer Service
- QuickBooks
- Alpha-Numeric Data Entry
- Copier/Fax and Scanner

ENTRANCE REQUIREMENTS

- at least 18 years-of-age
- able to pass background check--not all criminal history will disqualify an applicant from receiving services
- able to pass pre-employment and random drug screenings
- sufficiently stabilized to attend training

Orion Training & Employment is a division of Orion Industries. We offer skills training and assessment in our aerospace business, contact center business, and office skills and customer service program. We support individuals to achieve their goals through our job placement and job retention services.

our mission | your success

orionworks.org

Orion: Office Skills and Customer Service Flyer_11_2016



Tours: Tuesday, 9am

Referral & program questions contact:

Kristina Pressley
intake & outreach coordinator
kristina.pressley@orionworks.org
253.661.7805 x247

Billing & administrative questions contact: The vp of services

1590 A Street NE
Auburn, WA 98002
253.661.7805 Referrals

CLASS TIMES: Mon - Fri
8:30 - 11:30am or 12:30 - 3:30pm