



# Workforce Investment Act Eligible Training Program

Provider Name: Community Care Alliance

Contract #: 5050-110

Address: PO Box 1700  
Woonsocket, RI 02895

Address if program is held at a another site:  
55 Main Street  
Woonsocket, RI 02895

Program Name: Administrative Office Management Program

Office use only: ONET CODE 43-1011

<b>CONTACT INFORMATION</b>			
Program Contact Person:	Phone: <u>401-235-6047</u>	Fax: <u>401-488-2201</u>	
<u>Melissa Rouleau</u>	Email: <u><a href="mailto:mleau@CommunityCareRI.org">mleau@CommunityCareRI.org</a></u>	Website: <u>CommunityCareRI.org</u>	
Director of Adult Education Training and Assessment			

**Course Outline/Topics to be Covered**

An administrative office assistant would perform routine administrative and clinical tasks to keep offices running smoothly. An administrative office assistant would perform the following duties but is not limited to:

- Reviews and answers correspondence
- Answer telephones and transfer to appropriate staff member
- Meet and greet clients and visitors.
- Create and modify documents using Microsoft Office 2013
- Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing
- Maintain hard copy and electronic filing system
- Sign for and distribute UPS/Fed Ex/Airborne packages
- Research, price, and purchase office furniture and supplies
- Coordinate and maintain records for staff office space, phones, parking, company credit cards and office keys
- Setup and coordinate meetings and conferences.
- Maintain and distribute staff weekly schedules.
- Collect and maintain PC inventory
- Support staff in assigned project based work
- Implement travel arrangements

Class also includes a financial literacy component, making a budget, understanding credit, checking and saving account information in addition to job development supports such as portfolio implementation, mock interviewing skills, soft skill and dressing for success.

**Required academic grade levels to enter program**

Reading Grade Level 5

Math Grade Level 5

English Proficiency High Intermediate Level

**Required to enter training program**

Physical	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Vaccinations	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Drug test	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
BCI	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
License	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Tools	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Experience	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Other :		

**MAY be required for employment**

Physical	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Vaccinations	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Drug test	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
BCI	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Certification	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
License	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Tools	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Experience	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Other :		

**Participants will be qualified to seek employment in the following occupations:**

1) First line supervisors of      2) Secretaries and Administrati  
 3) Receptionists and              4) \_\_\_\_\_

**Is this program Pell grant eligible?**       Yes       No

**PROGRAM COSTS:**

TUITION INCLUDES:	
Tuition	<u>\$5,100.00</u>
Fees	
Books	<u>\$126.00</u>
Licensing	
Certificate fees	<u>\$208.00</u>
Other, provide explanation	
<b>Total Tuition Cost</b>	<b>\$5,434.00</b>

**These are expenses that MAY be reimbursed after successful completion of training.**

Please indicate Yes, No or enter the amount

	YES	NO	AMOUNT
Books	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Licensing	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Tools	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Uniforms	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Travel	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Miscellaneous	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
<b>Total</b>			<b>\$0.00</b>

**Participant is responsible for :**

Prerequisites	
Memberships	
<b>Cost above tuition cap</b>	<b>\$0.00</b>
<b>Expenses that <u>MAY</u> be reimbursed</b>	<b>\$0.00</b>
<b>Total</b>	<b>\$0.00</b>

**Maximum ITA Responsibility (Max. \$5500)**

**\$5,434.00**

**PROGRAM LENGTH** 10 Weeks, Monday through Friday, 9:30 am- 3:30 pm

Weeks and Hours and Additional Information

**What type of certificate will be awarded and by whom?**      Microsoft Application Specialist, Certiport, Customer Service Certified,