

PROGRAM OUTLINE:

- ✓ Keyboarding
- ✓ Business Communications
- ✓ Business English
- ✓ Customer Service
- ✓ Microsoft Office
- ✓ Microsoft Outlook
- ✓ Business Terminology
- ✓ Records Management
- ✓ Earn 22 College Units
- ✓ Earn Office Assistant Certificate
- ✓ Earn Customer Service Representative Certificate

GAIN/GROW CASE MANAGERS

Follow the steps listed below to assign the Component:

1. In LRS Select **O*NET Code 439061** (General Office Clerks)
2. Select the City of the training provider, **Monterey Park**
3. Select the training provider, **LACOE**

FOR ADDITIONAL QUESTIONS, PLEASE CONTACT:

Linda Choy
(562) 922-1853
Choy_Linda@lacoedu



Los Angeles County
Office of Education



CUSTOMER SERVICE AND OFFICE ASSISTANT SHORT-TERM TRAINING PROGRAMS



Customer Service and Office Assistant Short-Term Training Programs in partnership with East Los Angeles College is a fast-track course of study that will increase your marketability in the high-demand and high-wage career sector. Set yourself apart by completing these programs and acquiring the expertise required for administrative professionals.

TRAINING INFORMATION

Dates:	August 12, 2019 to February 28, 2020 (Includes technical training and job placement assistance)
Class Days:	Monday through Friday (Must have a flexible schedule)
Location	East Los Angeles College (See below)

INFORMATION SESSION

Interested GAIN/GROW participants must attend an Information Session at the following time and locations:

East Los Angeles College

1301 Avenida César Chávez, Building E7, Room 404
Monterey Park, CA 91754

7/8/19, 7/9/19, 7/10/19, 7/11/19, 7/12/19, 7/16/19 or 7/17/19 at 2:00 PM

LACOE - East Los Angeles Job Club

5400 East Olympic Boulevard, Suite 245
Los Angeles, CA 90015

7/23/19, 7/24/19, 7/30/19 or 7/31/19 at 2:00 PM

8/6/19 or 8/7/19 at 10:00 AM

Note: Information may be subject to change.