Kentucky Career Center
Vocational Rehabilitation

CDPVTC Training Area

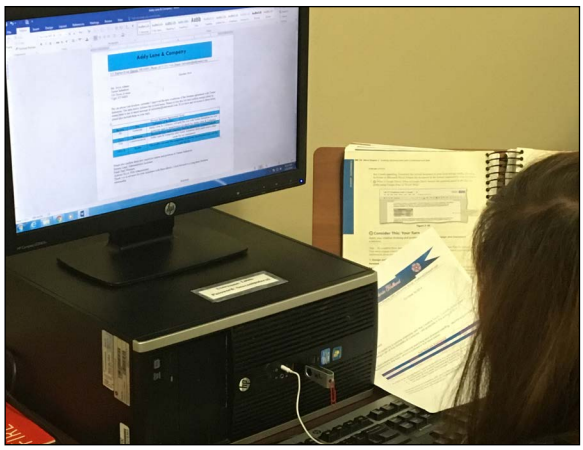
Office Technology

The Office Technology training program is designed to meet the entry-level workforce needs of any business that employs receptionists, information clerks, filing clerks, and/or office assistants.

Expectations & Requirements

While on the job, you will be expected to display the following traits at all times:

- Punctuality and dependability
- Attention to detail and accuracy
- Cooperation
- Ability to actively listen
- Capacity to communicate effectively
- Self-control



Learning Objectives

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages or scheduling appointments
- Greet visitors, determine nature and purpose of visit, and direct or escort them to specific destinations
- Schedule appointments and maintain and update appointment calendars
- Hear and resolve complaints from customers or the public
- File and maintain records
- Receive payment and record receipts for services
- Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents
- Transmit information or documents to customers, using computer, mail or facsimile machine
- Analyze data to determine answers to questions from customers or members of the public
- Collect, sort, distribute, or prepare mail, messages or courier deliveries
- Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided

- Calculate and quote rates for tours, stocks, insurance policies, or other products or services
- Process and prepare memos, correspondence, travel vouchers or other documents
- Keep a current record of staff members' where abouts and availability
- Take orders for merchandise or materials and send them to the proper departments to be filled

Minimum Requirements

Students wishing to enter the Office Technology training program are required to have a minimum academic level of 8th grade or higher in reading and 6th grade or higher in math. In addition, students should have good communication skills, vision, and functional use of hands, arms, prosthetics, and/or arm stick devices. Students must also be able be to sit for moderate to prolonged periods of time while working at a computer station.

Course Duration and Sequence

Students interested in the Receptionist portion of the Office Technology training program should expect to spend a minimum of 3 to 4 months or 360 hours in training. For those interested in the Office Assistant program, expect to spend five to seven months or 510 to 720 hours in training.

With the addition of ancillary services as well as individual pace, student completion timelines will vary.

Career **Options**

Upon completion of the Office Technology training program, students will be ready to obtain entry-level employment in the following areas: Receptionist or Office Assistant.

Receptionist

Answers, inquires, and obtains information for general public, customers, visitors,and other interested parties; provides information regarding activities conducted at the establishment,location of departments, offices, and employees within the organization.

Office Assistant

Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, typing or word processing, office machine operations, filing and record keeping.

All students enrolled in the Office Technology training program will have the opportunity to obtain the "Through the Customer's Eyes" online customer service certification from SkillPath as part of their program. They also will have the opportunity to obtain the Certified Call Center Associate and/or Certified Business Office Manager certifications from the Management and Strategy Institute, LLC. while in Office Technology training.

Upon completing the Office Technology training program, students may go to work in a multitude of places such as schools and institutions, hospitals, hotels, small business offices, etc.

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To learn more about this program and others, please scan the QR code.

TEAM KENTUCKY
EDUCATION AND LABOR CABINET

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