



Goodwill Career Services | 2018 Program Catalog
Career pathways for today's workforce.

Goodwill | Putting donations to work.

At Goodwill of North Georgia our mission is a simple one: to put people to work. We provide training, placement, support and opportunities to anyone who wants it. With the support of donors, shoppers and community partners, we help people overcome the barriers to employment. Last year we helped 24,188 individuals find work, and this year we look forward to helping you!



Making good use of Goodwill.

Donations form the backbone of our organization. People give us their gently used items and we sell them in our stores. The money generated from our stores then helps fund the programs that help people like you get the help you need to prepare for, find and keep a job. Goodwill has thirteen career centers that are free and open to the public which provide access to important job training courses and job search resources, as well as host regular recruiting events, workshops to improve your skills, and even computer software training to improve your digital skills. Even after our program graduates get hired, we continue to offer support to ensure that the job match is mutually beneficial to both the employee and employer. Our goal is to make the relationship successful over the long term.

What are the results?

Our formula works. Through more than 120 stores and donation centers, Goodwill processes almost three million donations annually. Last year, our career centers helped more than 54,000 North Georgians with essential job resources. We look forward to helping many more people get trained, find jobs and start careers in the future.

The value of our career services...

Everyone knows that trying to find the right job can be discouraging. Goodwill's career centers can give you the help you need. We offer a broad range of support options, including job search resources, access to computers, job fairs, résumé writing workshops and much more.

Goodwill's training programs are designed to give you an edge. We focus on strengths, highlighting the areas that an employer will value. We also help each person in the areas of knowledge, skills and abilities that employers tell us are essential. Businesses want people who show up on time, every day, ready to work. Each person we help is unique, and therefore an individual career plan is tailored just for you and your needs.

Once you successfully complete one of our training programs, we're there to assist with job placement and retention services. Our employment team leverages partnerships with local businesses, labor organizations, workforce development institutions, faith and community-based organizations, colleges and trade schools to give you advantages that can ultimately land you a job. We worked with more than 5,000 employers last year!

Some of these programs have eligibility requirements. We will help you to find the one that's right for you. If you want to start your own business, we also have programs that provide planning and guidance to put you on a path to success.

Career Center Information

Anyone entering a Goodwill career center can easily gather information and make connections that lead to employment opportunities in the community, by accessing:

- **Telephones, fax machines, scanners, copiers and computers;**
- **Job announcement boards and job fairs;**
- **Handouts on job readiness topics;**
- **Classes on writing resumes, developing interview skills, GED preparation, ESL, financial literacy and gaining computer proficiency;**

Goodwill also supports those starting or growing their own businesses and offers access to community resources, assistance, classes and more. Check goodwillng.org for calendars unique to each center.

Goodwill of North Georgia Career Center Locations and Programs

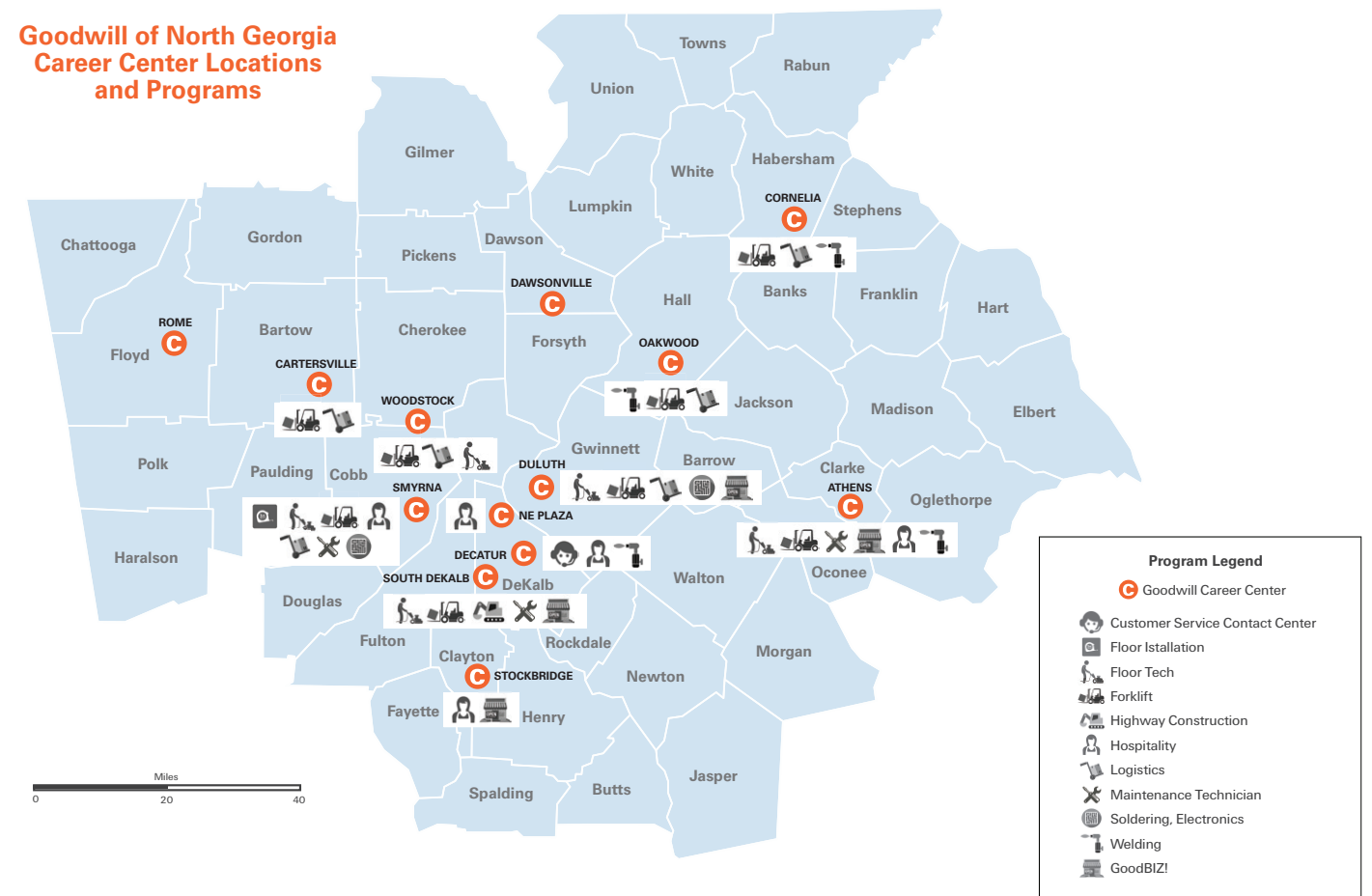


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Look for the following funding codes next to the course descriptions. To learn how to access these funds, attend an information session at any of our career centers. Schedules for information sessions can be found on our website – goodwillng.org

W = WIOA Workforce Innovation and Opportunity Act	C = CDBG – Community Development Block Grant
V = Veterans Administration or GI Bill	E = Employer Supported
G = Georgia Vocational Rehabilitation Agency	S = School District
D = Department of Transportation	J = Department of Juvenile Justice
U = United Way of Greater Atlanta	N = SNAP WORKS
P = Private Foundation Support	M = Mission
F = Federal Grant	

Look for the number next to each program to know where it is being offered.

1 South DeKalb	8 Rome
2 Woodstock	9 Stockbridge
3 Duluth	10 Smyrna
4 Northeast Plaza	11 Cornelia
5 East Athens	12 Decatur
6 Oakwood	13 Dawsonville
7 Cartersville	

Customer Contact Specialist



In this program students will be prepared for careers as customer service representatives and telephone call center agents. Expected outcome for this program are National Retail Federation Foundation (NRF) Customer Service and Sales Certification, NRF Advanced Customer Service and Sales Certification, International Customer Management Institute (ICMI) CIAC Certification, and Crisis Prevention Certification as well as employment by or shortly after successful graduation from training. **G, M, U, J, P, N, V 12**

Training Overview

Customer Service and Sales Training, Basic computer skills and short-hand keyboarding, telephone etiquette, simulated and live call center experience, life skills and job readiness.

8 Weeks/280 Hours, Monday - Friday

Entry Level Positions:

Customer Service Representative, Call Center Agents
Bank Tellers, Retail Store Associates

Future Career Path:

Team Leaders, Trainers, Coordinators, Chief Customer Officer, Call Center Manager
Wholesale and Manufacturing Sales Representative, Patient Representative

Electronic Assembly and Soldering



The Electronic Assembly and Soldering program will teach you the fundamentals of soldering and prepare you to work on high performance electronic products. Participants will receive IPC 610 Specialist/Inspector and IPC J-STD Board Repair Tech certifications. **W 3**

Training Overview

Correct Hand Soldering Technique
Wire and Terminal Connections
Surface Mount Fine Pitch
Heat Transfer Principles

Four weeks/118 hours

Entry Level Positions:

Assistant Technician, Electronic Assembler, Electric Test Technician

Future Career Path:

Inspector, Board Repair Technicians

Floor Tech/Custodial



The Floor Tech/Custodial Program prepares you for careers in the fields of floor care, cleaning and environmental services. Graduates are trained in both contemporary and traditional techniques. Program offers certification and employment by, or shortly after, successful graduation.

G, U 1 2 3 5 6 10

Training Overview

Life Skills, Job Club, Safety Training

Introduction to: Custodial Tools & Equipment; Custodial Safety & Chemical Handling; Housekeeping & Zoning; Floor Care (Scrubbing, Stripping, Waxing, Sealing) Stairway & Elevator Cleaning; Grout Cleaning; Carpet Care; Carpet Stain Removal; Window Cleaning; Auto Scrubbing; High & Low Speed Buffing; Master Floor Sealing; Hardwood and Stone Cleaning.

*Eight weeks/280 Hours**

Entry Level Positions:

Floor Technician, Environmental Services Worker, Custodian

Future Career Path:

Supervisor, Crew Leader

Retail, Customer Service and General Employment



This program offers a progressive training method to prepare people for competitive employment. There are a number of services provided including: **V, G, U, F, E All Locations**

Evaluation

We help measure strengths and assess skills and abilities for specific training programs, leading to an informed choice of meaningful work goals while learning retail and customer service in our stores or career centers.

Work Adjustment

Paid internships allow you to develop on-the-job skills in a community work setting.

Job Coaching

This service provides one-on-one coaching and employment services to ensure job retention.

Job Readiness Training and Employment Services

This training pairs you with employment and retention specialists that teach the skills needed to find and keep a job.

*Up to 90 days**

Employment determined by each individual's knowledge, skills and abilities, with an emphasis on a quality job match

Forklift Training

The Forklift Training program prepares you for employment in the Materials handling/Storage/Warehouse industry. Participants will obtain Operator Safety Certification for three to five machines; General Industry OSHA 10-hour Certificate; Job Readiness Training; CPR & First Aid Certification. **W, G, U** 1 2 3 5 6 7 10 11

Training Overview

Building Strong Relationships with Supervisors
Customers & Co-Workers
Résumé Writing, Interviewing & Mock Interviewing
Diversity in the Workplace
Thinking Critically & Solving Problems
Personal & Professional Goal Setting
Professionalism: Getting & Keeping Your Job
Presenting the Total Package (Self Image)

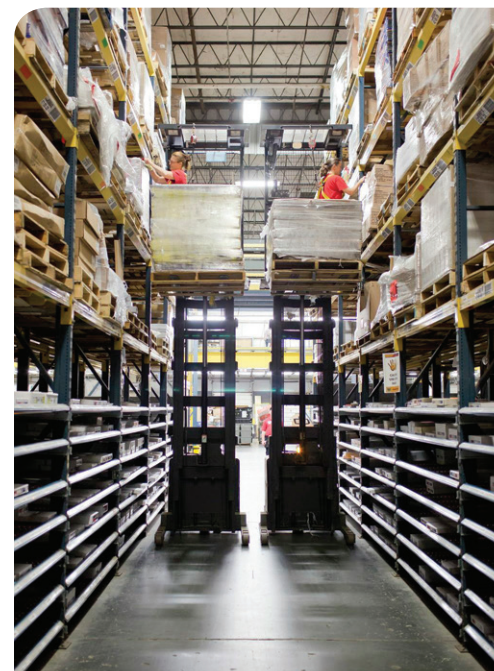
*Two to four weeks/75 - 150 hours**

Entry-Level Positions:

Forklift Operator, Warehouse Worker, Shipping Clerk, Receiving Clerk, Material Handler

Future Career Path:

Logistics & Supply Chain Management Supervisor/Manager



GoodBIZ!

GoodBIZ! is a self-employment program designed to help both established and prospective business owners develop, implement and refine a comprehensive business plan for entrepreneurship. Upon completion of the program, you are paired with a business coach to support your business as it grows and changes. **W, G, U, P, C** 1 3 5 9

Business Development Essentials

Business Feasibility
Concept and Business Plan Development
Marketing (Including Social Media)
Financial Literacy and Management
Business Law/21st Century Technology
Intellectual Property

*15 weeks/37.5 hours**

In FY13: 129 entrepreneurs started business/created jobs

Popular industries include: Catering, Child Care, Retail, Bakeries, Janitorial Services, Hand Crafted Jewelry and Professional Consulting



Highway Construction



Our Women in Highway Construction track is a nationally-recognized program. The expected outcome of the Highway Construction Training is at least one professional certification in Highway Construction; OSHA 10-Hour Safety Certification, CDL Training, CPR/First Aid Certification and a Georgia State Flagging Certification along with job placement. **W, G, D, U, F 1**

Training Overview

Job Readiness Classes
Basic Plumbing
Basic Electrical
Basic Carpentry
Power Tool Use & Safety
Construction Math
Flagging

DOT On-The-Job Training

Install Guard Rails & Signs
Create Signs in the DOT Sign Shop
Install Traffic Signals
Observe Road Repairs made by
DOT Employees

*Seven weeks/262 hours**

Entry Level Positions:

Flagger, Highway Maintenance Technician, Transportation Maintenance Worker

Future Career Path:

Crew Leader, Yard Supervisor, Shop Supervisor, Heavy Equipment Operator

Logistics



Goodwill's Logistics program prepares students with the knowledge and skills to work in the supply chain, logistics or operations. The program will emphasize key elements of logistics management like purchasing, inventory control/tracking, warehousing, procurement and more. Participants will receive a number of certifications including Logistics Associate Certificate, Logistics Technician, OSHA 10 and First Aid/CPR Certifications as well as Forklift Training on Sit-Down, Counterbalance and Electric Pallet Jack. **W, G, P, F 2 3 6 7 10 11**

Training Overview

Forklift Operations
Material Handling
Product Handling
Quality Control
Safety Certifications
Shipping and Receiving

*Eight weeks/230 Hours**

Entry-Level Positions:

Production Control Associate, Operations Clerk, Dispatcher, Expeditor, Import/Export Clerk, Logistics Clerk

Future Career Path:

Logistics Supervisor/Manager/Director, Production Control Manager, General Manager, Operations Supervisor/Director

Hospitality

In this program, students will receive 180 hours of education and on the job training in front of the house and/or the back of the house positions within the hospitality field.

W, N, J Track 1 – 5 10 12 Track 2 – 4 9 10

Training Overview

Track 1 – Front of the House curriculum developed by The McKinsey Social Initiative focuses on customer service, front desk, concierge and reservations.

Track 2 – Back of the House curriculum developed by The American Hotel and Lodging Education Institute focuses on housekeeping, laundry service, restaurant, and bell services.

Both tracks include classroom and on-the-job training in community based settings through a Paid Internship.

Each track consists of 6 weeks/210 Hours, Monday - Friday

Entry-Level Positions:

Customer Service, Front Desk, Concierge, Reservations, Housekeeping, Laundry Service, Restaurant and Bell Services

Future Career Path:

Customer Service Supervisor, Front Desk Supervisor, Guest Accommodations Supervisor, Housekeeping Supervisor, Director of Food and Beverage, General Manager



Maintenance Technician

You will be prepared to enter the field of residential or commercial facility maintenance and repair. The expected outcome is certification in basic HVAC troubleshooting and repair, Appliance Repair, OSHA 10 and Certified Apartment Maintenance Technician (CAMT) credentials. **W, V, G, U 1 5 10**

Training Overview

Framing and Hanging Doors
Drywall Installation and Repair
Plumbing Repair
Electrical Wiring and Repair
Appliance Repair

*Seven weeks/263 hours**

Entry Level Positions:

HVAC Technician, Maintenance Technician, Appliance Repair Technician, Construction Worker

Future Career Path:

Inspector, Carpenter, Electrician, Mason, Plumber, Locksmith, Construction Foreman, Supervisor, General Contractor, Engineer



Welding



The AWS-Welding program will offer 240 hours of case management, job readiness training, safety training, and AWS-Welding qualification training. Graduates will receive the following industry credentials: AWS-Certified Welder, safety certifications in OSHA 30, CPR and Adult First Aid.

CSX-REDI has partnered with Goodwill to provide classroom instruction that includes various hands-on exercises, training simulations, and administration of the AWS-Weld qualification test. As a class project, each participant constructs a table top grill, which they get to keep.

W, V, G, J, M, P, U, N 5 6 11 12

Training Overview

Welding Safety, Gas Metal Arc Welding (GMAW), Flux Cored Arc Welding (FCAW), and Shielded Metal Arc Welding (SMAW), Virtual and Hands-on Experience, and Metal Fabrication Procedures.

Six Weeks/176 or 210 Hours

Entry-Level Positions:

Welders, Pipe Fitters, Steam Fitters, Sheet Metal Workers, Metal and Plastic Machine Workers, Machinist and Tool Makers

Future Career Path:

Welding Inspector, Welding Sales Representative Welding Engineers, Welding Supervisor, Underwater and Structural Welder

Targeted Programs

While many of the training programs described above focus on a particular occupation or industry, Goodwill also has targeted programs to provide focused services appropriate to a specific audience. Those include:

Veterans

Working with a Veterans Outreach Coordinator, we help former servicemen and women transition into the workplace by matching them with a job that fits their skills. We have a range of programs to specifically support veterans with disabilities as well.

V, G, P, E, C 1 2 3 4 5 6 9 10 11 12



Women in Non-Traditional Occupations

This program provides support and training to enter skilled trades where women are typically under-represented.

P 1 2 3 4 5 6 7 8 9 10 11 12

Youth Employment Services (Y.E.S.)

Youth Employment Services (Y.E.S.) give opportunity youth the tools they need to successfully enter the workforce. Program are delivered onsite at area high schools in partnership with school districts, as well as at Goodwill.

W, G, U, P, E, S 2 3 6 10 11 5 12



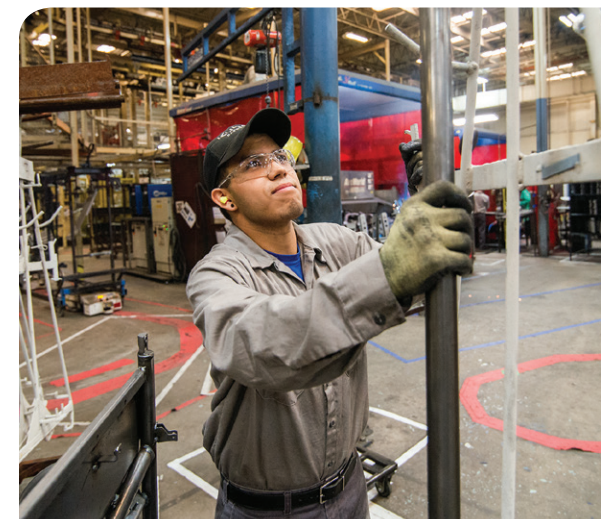
DFACS SNAP Works Program

Goodwill of North Georgia is partnering with the DFCS SNAP Works Program to help you meet your work requirements. Choose an option and Goodwill will provide free job training and job placement.

Here's what you need to know:

- Visit a Goodwill Career Center to get started (visit goodwillng.org/SNAP for locations).
- Get free training, résumé writing and skills support.
- Find jobs in hospitality, warehouse, custodial, construction and more.
- Benefit from Goodwill's connections with local employers.
- Join the 93% of Goodwill/SNAP recipients who have already found jobs.

N 1 2 3 4 5 6 7 8 9 10 11 12 13



Goodwill
of North Georgia



Division of Family
& Children Services



College**Career**Catalyst

CollegeCareerCatalyst (C3)

CollegeCareerCatalyst is a program that builds a bridge to post-secondary education for unemployed or low-wage employees, minorities and opportunity youth. Students are co-enrolled in a college and with Goodwill to ensure higher completion rates and stronger career pathways.

W, V, G, U, P, E 1 2 3 5 6 10 11 12

Now you can take our career centers with you

Career Connector Powered by Goodwill

We are always looking for new ways to help you in your job search. Our new tool, Career Connector, allows you to register online and access job search resources from any computer including:

1. Jobs that match your skills
2. Resume writing software
3. Live chat with career coaches
4. Online classes
5. Career center calendars
6. Instructional videos
7. Other career planning tools



Explore the site on your own or set up a time for a Career Connector overview.

We also invite you to check back soon for new features. Our team will continuously add new jobs and will roll out new features including a mobile app coming soon.



**GEORGIA
PIEDMONT**
TECHNICAL COLLEGE

GWINNETT
TECHNICAL COLLEGE

Chattahoochee
TECHNICAL COLLEGE

LANIER Technical
College

ATHENS
TECHNICAL
COLLEGE

NORTH GEORGIA TECHNICAL COLLEGE

ATLANTA TECHNICAL COLLEGE

Let's hear from
the employers
that hire
Goodwill Program
Participants

SCANFIL

"Goodwill has been a great fit to meet [our] needs. Not just the technical skills, but the soft skills that they are learning before they come into the workplace are a huge plus."

Orlando M.



"We are really happy to have this partnership to leverage what Goodwill is doing and also support the mission and the goals of the library."

Charles P.



"The entire partnership is a win-win. It is an opportunity for us to pursue our mission as a company to expand and support our local community."

Jane R.

Partnering to prepare
people for high-demand,
high-wage careers.



I-TECH Group is a minority-owned staffing provider that specializes in placing experienced candidates into the electronics manufacturing and repair industry. I-TECH works closely with us to prepare candidates for employment with companies across the region.

"**We provide the soldering training** and technical skills" says Santa Ho, business director for I-TECH Group. "Goodwill helps with job readiness skills. Our goal is that by the end of training our candidates will go straight into a job."

By the end of the program, participants have industry-recognized credentials, on-the-job experience and soft skills training, including workplace communication and etiquette. More than half of the program's participants were hired upon graduation.

Notes



2201 Lawrenceville Hwy, Suite 300
Decatur, Georgia 30033
844-344-WORK (9675)
404-420-9900
www.goodwillng.org

Goodwill Career Center Locations:

(all locations are open to the general public)

Atlanta (Northeast Plaza)
3337 Buford Hwy NE
Atlanta, Georgia 30329
678.891.0235

Athens
4070 Lexington Road
Athens, Georgia 30605
706.395.1560

Cartersville
929 Joe Frank Harris Parkway
Cartersville, Georgia 30120
770.276.7036

Cornelia
308 Habersham Hills Circle
Cornelia, Georgia 30531
706.894.4905

Dawsonville
66 S. 400 Center Lane
Dawsonville, Georgia 30534
706.344.3409

Decatur*
2201 Lawrenceville Hwy, Suite 200
Decatur, Georgia 30033
404.554.9600

Duluth
1502 Pleasant Hill Road
Duluth, Georgia 30096
770.564.2447

Oakwood
3715 Mundy Mill Road
Oakwood, Georgia 30566
770.538.4209

Rome
154 Hicks Drive
Rome, Georgia 30161
706.292.3304

Smyrna
3205 South Cobb Dr SE
Smyrna, Georgia 30080
678.766.8173

South DeKalb
1295 Columbia Drive
Decatur, Georgia 30032
404.728.8605

Stockbridge
3871 Highway 138 SE
Stockbridge, Georgia 30281
678.514.0670

Woodstock
9425 Highway 92, Suite 142
Woodstock, Georgia 30188
770.874.0901

Can't visit us in person? No problem.
Access our career services online at
careerconnector.org.



Goodwill of North Georgia provides job training and employment services to people with disabilities, people who are having trouble finding work, want to change careers, or start their own business. We sell donated goods in stores across North Georgia, and the proceeds help fund these services. When you donate, and when you shop, your actions help us put people to work.