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 24,902 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 50,000 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.
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.
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Look for the number next to each program to know where it is being offered.

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

In this program, students will be prepared for careers as customer service representatives in retail environments or as telephone call center agents. Expected outcomes for this program are "Through the Customer's Eyes" Customer Service Certification, “Through the Customer's Eyes” Level II Customer Service Certification, International Customer Management Institute (ICM) CIAC Certification, and Crisis Prevention Certification. Program offers certification and employment by, or shortly after, successful graduation.

**Training Overview**

- Customer Service and Sales Training
- Basic Computer Skills and Short-hand Keyboarding
- Telephone Etiquette
- Simulated and Live Call Center Experience
- Job Readiness Training
- Life Skills
- Industry-related Safety Training

8 weeks/280 Hours*

**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

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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.

**Training Overview**

- 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
- Job Readiness Training
- Life Skills
- Industry-related Safety Training
- On-the-job Training

8 weeks/280 Hours*

**Entry Level Positions:**
Floor Technician, Environmental Services Worker, Custodian

**Future Career Path:**
Supervisor, Crew Leader
Forklift

The Forklift Training program prepares you for employment in the Materials handling/Storage/Warehouse industry. Participants will obtain Operator Safety Certification for two to four machines; General Industry OSHA 10-hour Safety Certification; Job Readiness Training; CPR/First Aid Certification. Program offers certification and employment by, or shortly after, successful graduation.

**Training Overview**
- Job Readiness Training
- Life Skills
- Industry-related Safety Training
  - Sit-down Forklifts
  - Stand-up-reach Truck
  - Electric Pallet Jack
  - Order/Cherry Picker

2 to 4 weeks/up to 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.

**Training Overview**
- Business Feasibility
- Concept and Business Plan Development
- Marketing (Including Social Media)
- Financial Literacy and Management
- Business Law/21st Century Technology
- Intellectual Property
- Job Readiness Training
- Life Skills
- Industry-related Safety Training

12 weeks/37.5 hours*

**Goodwill of North Georgia’s GoodBIZ! Program** has assisted 2,209 individuals start businesses since its inception.

**Popular industries include:**
- Catering, Child Care, Retail, Bakeries,
- Janitorial Services, Hand Crafted Jewelry and Professional Consulting
Our Construction track is a nationally-recognized program. The expected outcome of the Construction Training is at least one professional certification in construction, OSHA 30-hour Safety Certification, CDL Training, CPR/First Aid Certification and a Georgia State Flagging certification. Program offers certification and employment by, or shortly after, successful graduation.

**Training Overview**

- Job Readiness Classes
- Basic Plumbing
- Basic Electrical
- Basic Carpentry
- Power Tool Use & Safety
- Construction Math
- Flagging
- Job Readiness Training
- Life Skills
- Industry-related Safety Training
- On-the-job Training

**7 weeks/252 hours**

**Entry Level Positions:**
- Flagger, Heavy Equipment Operator, Construction Technician

**Future Career Path:**
- Crew Leader, Yard Supervisor, Project manager

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**Healthcare Environmental Services**

The Healthcare Environmental Services Program is designed to prepare students for careers in the fields of healthcare cleaning and environmental services. This field is a high demand field which is growing with opportunities for employment offering strong entry-level compensation packages. Graduates are trained in the Association For The Healthcare Environment techniques in patient interaction, hospital environment, infection control, safe handling and mixing of chemicals. Expected outcome for this program is Certified Healthcare Environmental Services Technician (CHEST) certification and CPR/First Aid certification. Program offers certification and employment by, or shortly after, successful graduation.

**Training Overview**

- Infection Control
- Personal Care Skills
- Care of Cognitively Impaired Residents
- Transfers, Positioning, and Turning
- Spiritual and Cultural Basics
- Job Readiness Training
- Life Skills
- Industry-Related Safety Training
- On-the-job Training

**5 weeks/175 hours**

**Entry Level Positions:**
- Healthcare Environmental Services Technician

**Future Career Path:**
- Patient Care Tech, Medical Assistant, Medical Coder, Bachelors of Science in Nursing
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-hour Safety Certification and CPR/First Aid Certification as well as Forklift Training on Sit-Down, Counterbalance and Electric Pallet Jack. Program offers certification and employment by, or shortly after, successful graduation.

Training Overview
- Forklift Operations
- Material Handling
- Product Handling
- Quality Control
- Safety Certifications
- Shipping and Receiving Job
- Readiness Training
- Life Skills
- Industry-related Safety Training
- On-the-job Training

8 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. Curriculum is developed by the America Hotel and Lodging Education Institute. Program offers certification and employment by, or shortly after, successful graduation.

Training Overview
- Customer Service
- Front Desk Concierge and Reservations
- Housekeeping
- Laundry Services
- Restaurant Services
- Bell Services
- Classroom and On-the-job Training
- Setting Through a Paid Internship
- Job Readiness Training
- Life Skills
- Industry-related Safety Training

6 weeks/210 Hours

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

8 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
Maintenance

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-hour Safety Certification and Certified Apartment Maintenance Technician (CAMT) credentials. Program offers certification and employment by, or shortly after, successful graduation.

Training Overview
- Framing and Hanging Doors
- Drywall Installation and Repair
- Plumbing Repair
- Electrical Wiring and Repair
- Appliance Repair

7 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

Technology Career Program

The program trains individuals for high-paying jobs in the technology sector. The program curriculum is comprehensive, covering web development, programming languages, web application development, job readiness skills and more. Program offers certification and employment by, or shortly after, successful graduation.

Training Overview
- Salesforce Certification
- Business Acumen Training
- Financial Literacy Training
- Web Development
- Programming Languages
- Web Application Development
- Job Readiness Training
- Life Skills
- Industry-related Safety Training

16 weeks/231 hours*
Entry Level Positions:
Salesforce Administrator, Programmer, Data Administrator, Network Administrator, Information Support Technician, Helpdesk Administrator
Future Career Path:
Cybersecurity, Computer Science, Health Information Technology, Game Design, Information Support and Services, Networking, Programming, Web and Digital Design, Web Development

*Times and hours are approximate and subject to change.
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.

Offered at all Career Center locations

Welding

The AWS-Welding program will offer 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-hour Safety Certification, CPR/First Aid Certification.

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

Job Readiness Training
Life Skills
Industry-related Safety Training
On-the-job Training

8-10 weeks/up to 240 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
Women in Non-Traditional Occupations
This program provides support and training to enter skilled trades where women are typically under-represented.
Offered at all Career Center locations

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.
Offered at all Career Center locations

DFCS 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.
Offered at all Career Center locations

Here’s what you need to know:
• Visit a Goodwill Career Center to get started (visit goodwillng.org/ga 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.
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.
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.

Get the computer skills you need at Goodwill.

Certifications available for every level.

Basic training
If you’re new to computers, this is an ideal course. Earn your Basic Computer Literacy Certificate which includes:

• Computer basics
• Internet skills
• Email
• Introductory course work for the Microsoft Office suite (Word, Excel, PowerPoint)

Advanced training
A new Google® initiative can teach you how to put digital skills into action. At the end of the course, you will be prepared to take the G-Suite certification exam,* showing your ability to use cloud-based tools to perform tasks like:

• Creating a budget
• Planning an event
• Looking for a job

Want to know more?
Attend an information session at a Goodwill Career Center to and sign up.

*This program does not cover the cost of the G-Suite certification exam.
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.

**GWINNETT COUNTY PUBLIC LIBRARY FOUNDATION**

“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.

**SQUARE 1 ART**

“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.

**Eaton Corporation** is a Goodwill employer partner located in Athens, Georgia. Eaton Corporation’s Supercharger facility employees more than 350 people and is a significant player in Athens-Clarke County and its surrounding areas. The plant further extends its economic impact offering its facility as a job training site for Goodwill program participants.

“At Eaton Corporation we’ve had this partnership with Goodwill going on four years,” says Hiram Harris, continuous improvement manager for the Athens Supercharger plant. “We’ve had roughly 30 interns who have interned at our facility and we’ve hired 10.”

The partnership is a good fit for both organizations. For Goodwill, program participants interested in manufacturing careers can get relevant training and hands-on experience. At the same time, Eaton Corporation gains a talent pipeline of people trained at their own facility who are eligible for hire upon completion of their training and internships.
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.