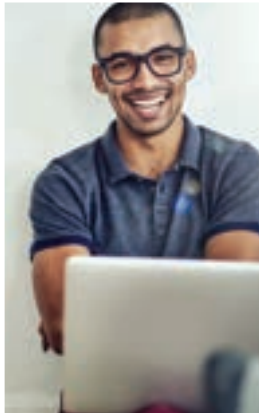


# Goodwill Career Services

2022/2023 | Program Catalog

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**Career pathways for today's workforce.**

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**A first job, a Better job, and Career**

## Yesterday and Today: Goodwill History



**Goodwill's history** extends back more than a century ago when Reverend Edgar J. Helms founded the first Goodwill in 1902 in Boston. The Methodist minister collected used clothes and household goods, and then trained and hired the poor and immigrant adults living in Boston to fix them. The items were then resold or given to those who repaired them. By doing so, he developed a method to help men and women in need by giving them hope, dignity, and independence. The system worked, and the Goodwill philosophy of “a hand up, not a handout” was born.

**At Goodwill of North Georgia**, our mission is a simple one: we 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 connect 16,000 individuals with jobs. Our work depends on the support of our community. Our donors give us their gently used items, and we sell them in our stores. The money generated from our stores helps fund the programs to provide our jobseekers with the help they need to secure a first job, a better job, or a career.

## The value of our career services...

**Goodwill has fourteen career centers** that are free and open to the public. At each center, jobseekers have access to job training courses, job search resources, regular recruiting events, workshops to improve job skills, and even computer software training to improve digital skills.

**Last year**, our career centers helped more than 30,000 North Georgians with essential job resources. Businesses want people who show up on time, every day, ready to work. Goodwill's training programs are designed to give our program participants an edge. We help develop the knowledge, skills, and abilities that employers tell us are essential. Each person we help is unique, and therefore an individual career plan is tailored for everyone. Upon participants' successful completion of our training programs, we're there to assist with job placement and retention services. Our employment team works with local businesses, partner organizations, colleges, trade schools, and others to give our graduates advantages that can ultimately lead to a job. We worked with more than 5,000 employers last year!

**For those wanting** to start their own businesses, we also have programs that provide planning and guidance to put aspiring entrepreneurs and new business owners on a path to success.

**This guide** has all the information needed to get started!

## 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 résumés, developing interview skills, GED preparation, ESL, financial literacy, and gaining computer proficiency.**
- **1:1 Career coaching sessions by appointment.**

**Goodwill also supports** those starting or growing their own businesses and offers access to community resources, assistance, classes and more. Check [goodwillng.org](http://goodwillng.org) for calendars unique to each center.

\*Offerings differ by location – contact your local center today for more information.



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## Program Location Sites

**Our Career Pathways programs** with classes and paid work-based learning designed to lead to an industry-recognized credential and immediate entry into employment are offered in multiple locations. Classes are scheduled multiple times a year at the Goodwill locations listed below. Go to [goodwillng.org](http://goodwillng.org) for a calendar of events with class start dates and times.

**Athens:** Hospitality, GoodBIZ, Maintenance, Supply Chain Management, Welding,

**Cartersville:** Forklift, Hospitality, Logistics, Medical Billing and Coding, Retail Customer Service, Welding

**Cornelia:** GoodBIZ, Phlebotomy, Welding,

**Decatur:** Customer Contact Specialist, Logistics, Retail Customer Service, Salesforce Administrator, Technology Career Program, Welding

**Metropolitan Parkway:** GoodBIZ, Technology Career Program (TCP),

**Oakwood:** Forklift, General Employment, Hospitality

**Old National:** Forklift, Welding, Supply Chain Management, Retail Customer Service

**Pleasant Hill:** Forklift, Hospitality, GoodBIZ, Medical Administrative Assisting, Phlebotomy

**Smyrna:** Forklift, Healthcare Environmental Services, Hospitality, Logistics, Maintenance, Technology Career Program (TCP), Welding

**South DeKalb:** Construction, Floor Tech/Custodial, Forklift, GoodBIZ, Healthcare Environmental Services, Maintenance,

**Stockbridge:** Forklift, GoodBIZ

**Woodstock:** Forklift, Hospitality, Logistics, Medical Billing and Coding, Retail Customer Service, Welding

In addition, all of the locations listed above, except South DeKalb, offer Goodwill of North Georgia's general employment, workforce development program, which is designed for one of the priority populations of people we serve. The program prepares people with disabilities for competitive employment. Participants in this program receive customized training based on individual needs and career goals. This program provides a spectrum of services to help secure and maintain employment, including evaluation of work-related skills, job readiness and soft skills training, training in real work settings, both Goodwill and community training. Services are ongoing, offered in an open entry, open exit model, typically ranging from 1-3 months, M-F, 6 hours a day (accommodations if needed).

## Contact Center Specialist

**In this program,** students will be prepared for careers as customer service representatives and telephone call center agents. 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
- International Customer Service Association Certification

**8 Weeks/280 Hours**  
**M-F, 6 to 8 Hours per Day\***

### Entry-Level Positions:

Customer Service Representative,  
Call Center Agent, Bank Teller,  
Retail Store Associate

### Future Career Path:

Team Leader, Trainer, Call Center  
Manager, Wholesale and  
Manufacturing Sales Representative,  
Patient Representative



## Floor Tech/Custodial

**In this program,** students will be prepared for careers in the fields of floor care, cleaning, and environmental services. Program offers certification and employment by, or shortly after, successful graduation.

### Training Overview:

- Custodial Tools & Equipment Custodial, Safety & Chemical Handling, Housekeeping & Zoning
- Stairway & Elevator Cleaning
- Carpet Care
- Carpet Stain Removal
- Window Cleaning
- Auto Scrubbing
- High & Low Speed Buffing
- Master Floor Sealing
- Hardwood and Stone Cleaning
- On-the-job Training
- International Executive Housekeepers Association Frontline Associate Certification

**8 Weeks/250 Hours**  
**M-F, 6 Hours a Day\***

### Entry-Level Positions:

Floor Technician,  
Environmental Services Worker,  
Custodian

### Future Career Path:

Supervisor,  
Crew Leader



## Forklift

In this program, students will be prepared for employment in the Materials Handling/Storage/Warehouse industry. 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
- OSHA 10
- CPR/First Aid

**4 Week or 2 Week Programs  
M-F- 9am to 5pm\***

### Entry-Level Positions:

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

### Future Career Path:

Logistics & Supply Chain Management  
Supervisor/Manager



## Construction

In this program, students will be prepared for careers in general and highway construction. 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
- Georgia State Flagging
- Job Readiness Training
- Life Skills
- Industry-related Safety Training
- On-the-job Training
- CDL Training
- OSHA 30
- CPR/First Aid

**7 weeks/252 hours  
M-F, 8:30am to 3:30pm\***

### Entry-Level Positions:

Flagger,  
Heavy Equipment Operator,  
Construction Technician

### Future Career Path:

Crew Leader,  
Yard Supervisor,  
Project Manager



## GoodBIZ!

In this program, students will be prepared for self-employment by developing a comprehensive business plan for entrepreneurship.

### 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
- Business Coaching

**12 weeks/37.5 hours\***

### Popular industries include:

Catering,  
Child Care,  
Retail,  
Bakery,  
Janitorial Services,  
Hand-Crafted Jewelry  
and Professional Consulting



## Healthcare Environmental Services

In this program, students will be prepared for careers in the fields of healthcare cleaning and environmental services. 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
- Life Skills
- Industry-related Safety Training
- On-the-job Training
- CPR/ First Aid
- Certified Healthcare Environmental Services Technician

**5 weeks/175 hours  
M-F\***

### Entry-Level Positions:

Healthcare Environmental  
Services Technician

### Future Career Path:

Patient Care Tech,  
Medical Assistant,  
Medical Coder,  
Bachelors of Science in Nursing





## Hospitality

In this program, students will be prepared for careers in front of the house and/or back of the house positions within the hospitality field. 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
- On-the-job Training in Community Based Setting Through a Paid Internship
- Guest Room Attendant Certification
- Front Desk Representative Certification

**6 weeks/210 Hours**  
**M-F, 9am to 4pm\***

### 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, Housekeeping Supervisor, Director of Food and



## Maintenance

In this program, students will be prepared for careers in the field of residential or commercial facility maintenance and repair. 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
- Job Readiness Training
- Life Skills
- Industry-related Safety Training
- On-the-job Training
- Industry Certifications
- OSHA 10
- Certified Apartment Maintenance Tech (CAMT)

**7 weeks/263 hours**  
**M-F, 8:30am to 4pm\***

### 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



## Logistics

In this program, students will be prepared for careers in supply chain logistics. 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
- Certified Logistics Technician Certification
- CPR/ First Aid

**8 weeks/230 Hours**  
**M-F, 8:30am to 5pm\***

### 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



## Retail Customer Service

In this program, students will be prepared for careers in the retail industry. Program offers employment by, or shortly after, successful graduation.

### Training Overview:

- Evaluation of Work-Related Skills
- Training in a Work Setting
- Job Readiness and Soft Skills Training
- Case Management
- Job Placement
- Occupational Retention Services

**Up to 12 Weeks**  
**M-F, 9am to 5pm\***

### Entry-Level Positions:

Retail Associate, Cashier, Greeter, Stock Clerk, Production Associate

### Future Career Path:

Team Lead, Assistant Manager, Retail Manager, Production Control Associate, Sales Representative





## Supply Chain Management

In this program, students will be prepared for careers in supply chain management, transportation, customer service, and warehouse operations. Program offers certification and employment by, or shortly after, successful graduation.

### Training Overview:

- Georgia Tech Logistics Education and Pathways Program
- Forklift Operations and Safety
- Material Handling
- Product Handling
- Quality Control
- Shipping and Receiving
- CDL
- CPR/First Aid
- OSHA 10-hour
- International Customer Service Association Certification
- Georgia Tech Logistics and Education Pathways Certification

**8 Weeks/230 Hours**  
**M-F, 9am to 5pm\***

### Entry-Level Positions:

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

### Future Career Path:

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



## Welding

In this program, students will be prepared for careers in the welding industry. Program offers certification and employment by, or shortly after, successful graduation.

### Training Overview:

- Welding Safety
- Gas Metal Arc Welding (GMAW)
- Flux Cored Arc Welding (FCAW)
- Shielded Metal Arc Welding (SMAW)
- Virtual and Hands-on Experience
- Metal Fabrication Procedures
- Industry-related Safety Training
- On-the-job Training
- OSHA 30
- CPR/First Aid

**6-12 Weeks/up to 240 Hours\***

### Entry-Level Positions:

Welder, Pipe Fitter,  
Steam Fitter,  
Sheet Metal Worker, Machinist,  
and Tool Maker

### Future Career Path:

Welding Inspector,  
Welding Engineer,  
Welding Supervisor,  
Underwater and Structural Welder



## Technology Career Program

In this program, students will be prepared for careers in a range of technology-based roles. Program offers certification and employment by, or shortly after, successful graduation.

### Training Overview:

- Business Acumen Training
- Financial Literacy Training
- Web Development
- Programming Languages
- Web Application Development
- Job Readiness Training
- Cybersecurity
- Industry-related Safety Training
- Desktop Analyst
- Scrum
- Microsoft Azure
- ServiceNow/ ServiceNow admin
- Project Management

**16 Weeks/231 hours\***  
**M-Thu, 5:30pm-8:30pm and**  
**Sat 10:00am-4:00pm**

### Entry-Level Positions:

Salesforce Administrator,  
Programmer,  
Data Administrator,  
Network Administrator,  
Information Support Technician

### Future Career Path:

Cybersecurity, Computer Science,  
Health Information Technology,  
Game Design, Web and Digital Design



## Medical Billing & Coding

In this program, individuals are prepared for careers in medical billing and coding industry. Program offers certification and employment by, or shortly after, successful graduation.

### Training Overview:

- Foundations of Medical Vocabulary
- Understanding the Contents of Medical Records
- Understanding Notes from Practicing Physicians
- Current Medical Coding Standards
- Business Acumen
- Financial Literacy
- Job Readiness Training

**13.5 Weeks/Virtual Platform\***

### Entry-Level Positions:

Medical Billing/Coding Specialist  
Patient Account Representative  
Insurance Reimbursements Specialist  
Billing Coordinator

### Future Career Path:

Medical Billing/Coding  
Supervisor/Manager  
Medical Office Manager





## Phlebotomy

In this program, students will be prepared for careers in the high-demand field of Phlebotomy. Program offers certification and employment by, or shortly after, successful graduation.

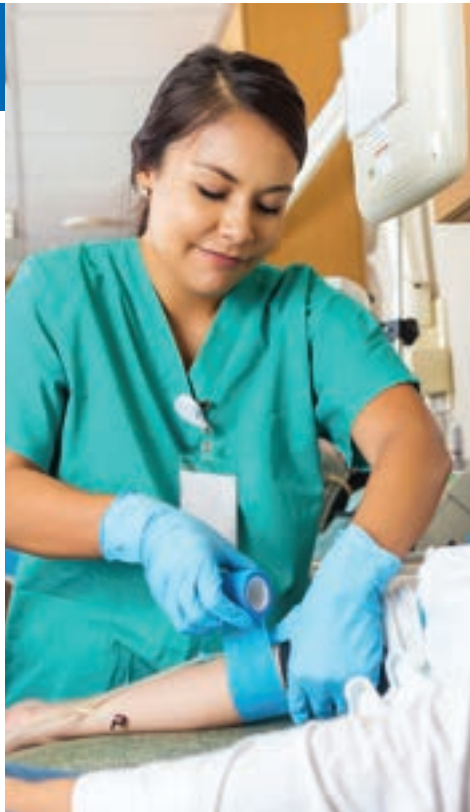
### Training Overview:

- On-the-job Training
- National Certified Phlebotomy Technician certification

**13.5 Weeks**  
**3.5 hours per day\***

**Entry-Level Positions:**  
Phlebotomist,  
Phlebotomy Technician

**Future Career Path:**  
Medical-Lab Technician,  
Patient-Care Technician,  
Histotechnologist



## Medical Administration Assistant

In this program, students will learn the skills needed to pass the Certified Medical Administrative Assistant exam. This program is designed to prepare graduates for the high-demand field of administrative medical assisting.

### Training Overview:

- Medicine and the Law & Ethics
- Communication & Interpersonal Skills
- Telephone Procedures
- Front Desk Reception
- Scheduling
- Medical Records Management
- Electronic Health Records
- Computers in the Medical office
- Handling Medical Emergencies
- Insurance Billing, Collections, and Credit
- Diagnostic Coding
- Marketing and the Medical Office

**12-15 weeks**

**Entry-Level Positions:**  
Medical Admin. – entry level position in the office of healthcare facility, hospital, or even dental office (average wage about \$15-16, but could range from \$13-17)

**Future Career Path:**  
PCT ( Patient Care Techs)  
Nursing field



## Priority Populations

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

### Veterans

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



### Individuals with Disabilities

Goodwill of North Georgia's Workforce Development program prepares people with disabilities for competitive employment. Participants in this program receive customized training based on individual needs and career goals. This program provides a spectrum of services to help secure and maintain employment.



### Women in Non-Traditional Occupations

This program provides support and training to help women enter skilled trades where they are typically under-represented. Offered at all Career Center locations



### Youth Employment Services (Y.E.S.)

Youth Employment Services (Y.E.S.) gives opportunity youth the tools they need to successfully enter the workforce. Programs are delivered onsite at area high schools, in partnership with school districts, as well as at Goodwill locations. Offered at all Career Center locations



### DFCS SNAP Works

Goodwill of North Georgia is partnering with the DFCS SNAP Works Program to help SNAP recipients meet work requirements. Choose an option and Goodwill will provide free job training and job placement. Offered at all Career Center locations



## Virtual Career Services: Career Connector

### Now you can take our career centers with you!

#### Career Connector powered by Goodwill

##### We are here to revolutionize your job search.

Career Connector allows you to register online and access search resources from any computer computer or device including:

1. Customized job matches based on your skills
2. Resume and Cover Letter writing software & cloud storage
3. Live chat with career coaches
4. Virtual workshops every weekday
5. Self-paced learning modules and certificate pathways
6. Local career center calendars
7. Instructional and informational videos
8. and much more!

Register now to explore the site and meet one-on-one with our Virtual Career Coaches!

Be sure to check in often to stay up-to-date on our new job posts, site features, and resources added regularly!



**CareerConnector**  
powered by Goodwill  
[www.careerconnector.org](http://www.careerconnector.org)

## Computer Certification Training



### 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)

#### Career Campus

Career Campus is an employment training platform created with the belief that online training doesn't have to be expensive or boring. Programs include:

- Office 365
- Quickbooks
- Adobe Premiere
- Windows Navigation

#### Want to know more?

Email us at [careerconnector@ging.org](mailto:careerconnector@ging.org) or chat with us live on [careerconnector.org](http://careerconnector.org)!

## Ready to Get Started?



#### Step One: Attend an Information Session

Attending an information session is the first step towards enrolling in a Goodwill of North Georgia training program. Utilize the back of this catalog to contact the career center nearest you for the day and time of the information session at that location. During these sessions you will learn the start dates and requirements of the program you have an interest in. You will also be instructed on how to obtain funding to participate in the program. After attendance of an information session, a Goodwill team member will follow up with you and continue to guide you in the enrollment process.

#### Step Two: Apply for Funding

Funding is required to participate in all Goodwill of North Georgia training programs. There are several funding options that you can apply for, which are based on your income and/or county of residency. The following are some of our partners who provide funding options most often used by Goodwill program participants. The referral sources coordinate with Goodwill on the fee structure. Private payers and program fees determined on a case by case basis.

**WIOA - Workforce Innovation and Opportunities Act** - For low income residents, by county of residence. Visit website for more information:

<https://tcsg.edu/worksource/worksource-georgia-services/>

**GVRA - Georgia Vocational Rehabilitation Agency** - For people with disabilities. Visit website for more information: <https://gvs.georgia.gov/>

**VA - Veterans Administration** - For veterans with service-connected disabilities. Visit website for more information: <https://veterans.georgia.gov/>

**SNAP Works - Supplemental Nutrition Assistance Program** - For food stamp recipients. Visit website for more information:

<https://goodwillng.org/training-programs/dfcs-snap-works-program/>

**Goodwill of North Georgia** often receives funding from foundations to help us provide services to people who are not otherwise eligible for government funding sources. Ask us about what you might be eligible for during the information session!

#### Step Three: Follow-Up and Getting Started

Gather documents required and complete your funding application. List Goodwill as your choice for job training provider. If you have trouble along the way, connect with your Goodwill College and Career Navigator to help. Be sure to provide us your email address and phone number so we can reach out to you. To check-in, call **844-344-WORK**. When it is time to start, you will receive information on where to go, when to come in, and what to bring with you.

#### Wait Times

For Goodwill training programs, where individuals are recruited, a Career Services Navigator staff member will advise you of program capacity, approximate wait times (if any), next steps, and other potential resources that may be needed. For programs that have a formal referral process, the funding / referral source will be notified, and that agency or Goodwill may communicate program availability and any wait times directly with you.





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)

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

Metropolitan Parkway  
2160 Metropolitan Pkwy SW,  
Atlanta, GA 30315  
770.795.4204

Old National  
6175 Old National Highway  
Suite 110, Atlanta, 30349  
678.554.0410

Pleasant Hill  
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

Goodwill of North Georgia provides job training and employment services to people with disabilities, and 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.

Can't visit us in person? No problem.  
Access our career services online at  
[careerconnector.org](https://www.careerconnector.org).

