

MAKE THE CAREER CONNECTION

for

OFFICE SUPPORT PROCEDURES

YOUR ROP TRAINING

LEADS TO JOBS as...

Entry Level

(High School Diploma/ROP Training)

Administrative Assistant

Data Entry Operator

Payroll Clerk

Information Assistant

Production Technician

Service Technician

Word Processor

Secretary

Record Keeping

Technical Level

(Community College Degree)

Information Systems Specialist

Office Manager

Telecommunications Specialist

Administrative Secretary

Professional Level

(Baccalaureate Degree)

Applications Programmer

CIS Administrator

Software Programmer

Business Teacher

Students will benefit by having knowledge of computer science, good keyboarding skills, math, and language skills.

WHAT IS ROP?

The Baldy View Regional Occupational Program is a cooperative vocational education effort between the Chaffey Joint Union High School District, Chino Valley Unified School District, Claremont Unified School District, and Upland Unified School District. ROP's purpose is to provide a wide variety of career preparation at the entry and technical levels to meet the needs of high school students and adults.

Prepare for YOUR future NOW
by enrolling in ROP **TODAY!**

ENROLLMENT INFORMATION

High school students should contact the Career Technician at their high school.

Adults should call Baldy View R.O.P. office for specific enrollment dates and available classes.

(909) 624-0063

bvrop.K12.ca.us

Enrollment priority:

- ❖ High School Students: seniors, juniors, sophomores, 16 yrs. of age and older.
- ❖ Adults living within our geographical service area.
- ❖ Adults living outside our geographical service area

Baldy View ROP is an equal opportunity employer and asserts that it does not discriminate on the basis of race, color, creed, national origin, ancestry, religion, sex, age, or handicap in its employment or enrollment in job training programs.

OFFICE SUPPORT PROCEDURES



A career preparation program designed to provide related instruction and practical experience.



WHAT DOES THE PROGRAM PREPARE ME TO DO?

This exciting, up-to-date training program provides students with the skills and knowledge necessary for employment in a business office. This course will cover the use of business machines, office keyboarding, telephone, electronic mail, filing, record keeping, job search skills, written & verbal communication skills, internet application and more.

THE JOB

General Office Support Personnel use a variety of office skills. Their work contributes to the efficient operation of an office. Although the job may vary with the firm, most Office Support Personnel file, transmit information through telecommunication, mail, photocopy, enter data at a computer terminal and document processing. In some positions, they might deal directly with people, providing information, scheduling appointments or communicating with applicants, clients or customers.

Duties vary by level of experience. Less experienced employees may process data, or record inquiries, while more experienced workers may handle greater responsibilities. They might maintain financial or other records, verify statistical reports for accuracy and completeness, handle and adjust customer complaints, take inventory of equipment and supplies, answer questions on departmental services and functions, and help prepare budgetary requests. In addition to performing more complex duties, office support personnel may be expected to oversee and direct the work of entry and mid level employees.

Administrative Support Personnel use their knowledge of information systems and procedures to keep records of office activities and business transactions. Depending on the type of company they work for, they might also prepare the payroll, keep records and prepare reports.

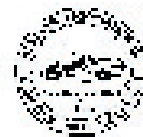
ROP TEACHERS

ROP teachers know the job market, have business and industry experience within the field they teach and are credentialed. **LEARN FROM THE BEST WITH ROP TEACHERS.**

STUDENT OUTCOMES

Upon successful completion of an ROP course, each student will:

- ❖ Demonstrate occupational specific, communication and critical thinking skills
- ❖ Demonstrate responsible work ethics
- ❖ Demonstrate career/employment literacy
- ❖ Demonstrate effective use of technology



EMPLOYMENT AND TRAINING

Technological advances in electronic business and telecommunication equipment such as the personal computer, internet access and integrated software have increased the volume of information available and reduced the time necessary to access it - potentially speeding up the administrative decision-making process. To meet the staffing needs of the business, employers will be looking for more support personnel who can handle the multiple tasks related to information management.

Since Office Support Personnel possess multiple skills, jobs are available in almost all types of industry. Employment is not limited to a specific economic sector. The demand will be greatest for the Office Support Personnel who possesses current skills in the use of software packages and electronic equipment.

SPECIAL CONSIDERATIONS

- ❖ Minimum age - 16 years old or 11th grade
- ❖ Prerequisite - Keyboarding skills
- ❖ Interest in the business field
- ❖ Ability to work independently
- ❖ Ability to understand and carry out instructions
- ❖ Ability to work well with other people
- ❖ Good personal hygiene and grooming habits
- ❖ Ability to read and write in English and recall information
- ❖ Good manual dexterity and motor coordination
- ❖ Dress requirement: professional dress as required by the community site

COURSE LENGTH

One semester course

ROP CERTIFICATE of TRAINING

An ROP certificate of completion, including competencies, is awarded to students who complete the course.

HIGH SCHOOL CREDITS

Upon successful completion of the class, recommended credits earned in ROP are forwarded to each student's high school. These credits may be applied toward fulfillment of the requirements for a high school diploma.