

FAMILY RESOURCES COMMUNITY ACTION

Employment & Training Center

Administrative Office Management Job Training Program

Graduates of this program will be trained to become Administrative Assistants, Receptionists, Customer Service Representatives, and Secretaries.

ELIGIBILITY

DLT, DHS & ORS Clients May Qualify for Free Training

WHEN

Classes are held weekdays
Monday-Friday from 9-3:30pm.
10 Week Training Program

Dates for this program:

02/28/11 to 05/13/11

05/02/11 to 07/08/11

05/16/11 to 07/22/11

07/11/11 to 09/16/11

07/25/11 to 10/14/11

09/19/11 to 12/02/11

10/03/11 to 12/16/11

WHERE

Family Resources Community Action
Employment & Training Center
55 Main Street
Woonsocket, RI 02895

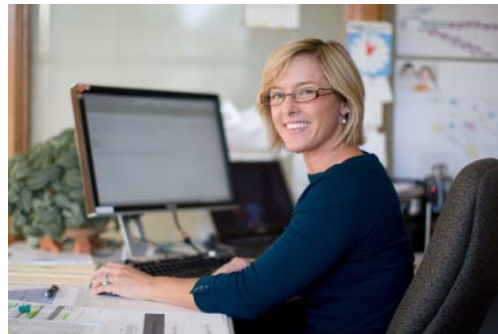
FOR MORE INFO

CONTACT

Joseph Potenza
401.235.6016
jpotenza@famresri.org

VISIT US ON THE WEB

www.famresri.org



**Certifications available in the
Administrative Office Management
training program include:**

Microsoft Application Specialist

Critical Thinking

Customer Service

WHAT YOU WILL LEARN

- How to effectively utilize technology for correspondence, research and business projects
- Customer service, critical thinking, project and time management skills
- Microsoft Office-Word
- Microsoft Office-Excel
- Essential elements of email
- Keyboarding
- Business math and filing techniques
- Career Preparation Skills

**Information Sessions
Are Held
Every Wednesday at 3pm.**

We have what it takes to get you back on the employment track!



FAMILY RESOURCES COMMUNITY ACTION

Employment & Training Center

Healthcare Reimbursement Specialist

Job Training Program

Graduates of this program will be trained to become Medical Records and Health Information Technicians, Medical Billers, Bill and Account Collectors, and Medical Secretaries.

WHAT YOU WILL LEARN

- How to complete cm1500 claim forms for various insurance payers
- HIPAA regulations
- Customer service and critical thinking skills
- How to utilize an electronic health record system
- Medical Manager Billing Software
- ICD-9, CPT & HCPS coding manuals
- Word & Excel at a beginner to intermediate level
- Medical Terminology using Dean Vaughn & Delmar Flash systems
- Career Preparation Skills

CERTIFICATIONS AVAILABLE

Electronic Health Record

Healthcare Reimbursement Specialist

Critical Thinking

Medical Office Administration

Job Training Program

Graduates of this program will be trained to become Medical Secretaries, Receptionists, Front Desk Office Staff, and Medical Office Managers.

WHAT YOU WILL LEARN

- How to effectively utilize technology for correspondence, research and business projects
- Customer service, critical thinking, project and time management skills
- Microsoft Office Word & Excel, Email and keyboarding at a beginner through intermediate level
- HIPAA regulations
- Medical terminology (Dean Vaughn & Delmar Flash)
- Business math and filing techniques used in the medical field
- Career Preparation Skills

CERTIFICATIONS AVAILABLE

Medical Administrative Assistant

Critical Thinking

Customer Service

We have what it takes to get you back on the employment track!

