



**Want a good-paying job
that's in big demand?**

Business provides excellent long-term career opportunities.



Business

Get an Education, Get a Job

Get a BETTER Education, Get a BETTER Job

Business Information Worker (BIW I)

6-Month Bridge Certificate Program

Job titles ranging from “receptionist” and “clerk,” to “customer service representative” are no longer considered the training ground for new employees. These entry-level positions are now a part of the business strategy for growth, and employers are looking for applicants with a better set of skills. This short-term program provides the hiring for attitude and technical skills foundations needed to be successful in an office environment. This new “business information worker” usually reports to a supervisor, and often they work in small to medium sized companies (SME) where they will be given some degree of creativity and latitude to do the job. Many of these workers have learned to take initiative and advance their careers, while others take a class and acquire new skills in a fraction of the time it takes to learn on-the-job. Local employers look to this “Business Information Worker, Work Readiness Certificate” program as a tool to identify qualified, potential job candidates.

ARE YOU READY TO GET STARTED?

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Education is Your Path to a Promising Career

According to 2012 labor market information, which covers a ten-year period (2010-2020), there are more than 15,000 positions for office clerks, receptionists, and/or customer service representatives in Los Angeles that do not require actual job experience. The median annual entry-level office worker salary ranges from \$31,359– \$40,730. This salary information does not include bonuses, benefits, changes to the minimum wage, or other factors that impact base pay. Hourly wages for job titles such as clerk, customer service representative, and/or receptionist can vary widely depending on a number of factors, including: industry/sector, company size, location, years of experience, and level of education. By earning a Microsoft Office Specialist (MOS) certification, completers can demonstrate the skills needed to get the most out of office work. Holding a MOS certification can earn an entry-level business employee as much as \$16,000 more in annual salary than uncertified peers.

Los Angeles Harbor College Career Pathways combine academic and technical skills training, with workplace readiness in high-growth industry sectors that offer promising employment opportunities and competitive salaries. Your training will expose you to required on-the-job occupational skills, while giving you the career support you'll need to accomplish your long-term educational goals.

For more information about the career and training opportunities in the Business and Finance Industry Sector, schedule an appointment with one of our experienced career pathway counselors: careerpathways@lahc.edu.

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