

## Job Readiness:

Workplace skills training that includes effective communication, problem solving, resume building, and interviewing to assist individuals with obtaining and retaining employment.

Course is available in English and Spanish

## Customer Service & Sales:

Learners earn a certification that demonstrates mastery in customer service and sales skills, understanding the customer life cycle, developing effective strategies to engage customers, assessing customer needs and closing sales.

## Retail Management:

Designed for individuals with retail experience that are interested in advancing their careers through an industry recognized credential. Training attendees acquire knowledge in selling and service, merchandising, human resources, store operations and financial reporting with the option of an elective externship with retail partners upon passing the certification exam.

## Meta Digital Social Media Marketing:

Learn to create and manage ads on Facebook & Instagram and develop effective posts that help build a social media presence. The courses included are: *Introduction to Social Media Marketing, Social Media Management, Fundamentals of Social Media Marketing, Advertising with Facebook, Measure and Optimize Social Media Marketing Campaigns, Facebook and Social Media Marketing Capstone.*

### **Requirements:**

A 10th-grade reading level and an active Facebook/Instagram account are required.

## Pharmacy Technician:

In partnership with CVS Health and Baltimore City Community College, Goodwill offers a 18 week pre- certification program, where individuals will complete all of the prerequisites to sit for Maryland's Pharmacy Technician Certification Exam (PTCE), consisting of CPR training, Pharmacy Calculations and Pharmacy Theory courses, followed by a Pharmacy Technician Clinical provided by CVS Health.

### **Requirements:**

High School Diploma/GED, no criminal background, ability to pass educational assessment at 10th grade level and a medical screening.

## ServSafe:

Online self-paced certified food handling training. The National Restaurant Association's curriculum covers basic food safety, sanitation and hygiene practices, temperature control, cross contamination and food allergens.

## DOT Flagger:

Facilitated online by the American Traffic Safety Services Administration, the course provides certification for individuals interested in being road, traffic and highway professionals covering flagger control references, signal procedures and practices.

## CNA/GNA :

The Certified Nursing Assistant/ Geriatric Nursing Assistant training is a 12-week program in partnership with Baltimore City Community College that incorporates foundational nursing courses, CPR training, skill labs and clinicals to meet the requirements of the Maryland Board of Nursing.

### **Requirements:**

High School Diploma/GED, no criminal background, ability to pass an educational assessment and medical screening, updated immunization records, COVID-19 and Influenza vaccinations.

### **Contact:**

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