



**Greater Pittston Chamber of Commerce
Innovations in Management Apprenticeship**

OTJ WORK PROCESS

Skill Category	OJT Hours
Safety Principles	125
Supervisory Principles	375
Office Management	370
Human Resource Management	355
Business Communications	390
Introduction to Customer Service	385
TOTALS	2000

Job Duties by Skill Category

SAFETY PRINCIPLES – 125 Hours

1. Understand the supervisor’s role in ensuring the overall safety of employees, customers, third party associates and all site visitors.
2. Understand and apply organizational policies and procedures including but not limited to: Workplace Violence, Emergency Response and Occupational Health and Safety.
3. Assess physical plant for non-compliance with safety policy and minimize opportunity for future risk.
4. Develop/review protocol for ongoing safety education.
5. Implement workspace safety checklist(s).
6. Prepare/review new hire training processes to ensure workplace safety compliance.
7. Explore future challenges and opportunities to improve safety in the workplace.

SUPERVISORY PRINCIPLES – 375 Hours

1. Investigate factors which generate quality concerns in the department.
2. Understand the communication process within the organization.
3. Assess your team.
4. Study productivity, quality and safety issues.
5. Investigate how to resolve conflict and stress.
6. Begin the process of coaching your team.

OFFICE MANAGEMENT – 370 Hours

1. Learn the inner workings of your business office.
2. Learn the management and organizing processes needed to be successful in operating your office.
3. Assess facility layout patterns for safety, efficiency, and environmental issues.
4. Assess job descriptions, specifications and methods of evaluation.
5. Apply recruiting, training and interviewing techniques.
6. Assess financial health of your office.

HUMAN RESOURCE MANAGEMENT – 355 Hours

1. Begin Human Resource planning.
2. Assess individual performance.
3. Identify on-the-job development needs with special focus on safety and education.
4. Assess health care cost management and identify methods to control it.
5. Implement workplace monitoring systems including a process to monitor facility safety.

BUSINESS COMMUNICATIONS – 390 Hours

1. Understand the organization's process for business communication.
2. Organize and compose messages to management, team and customers.
3. Understand the organization's report process and research methods.
4. Manage and analyze quantitative data and use graphics to communicate outcomes.
5. Organize and prepare end of month reports.
6. Design and deliver business presentations.
7. Prepare for job interviews and construct employment messages.
8. Prepare training documents for new hires including documents related to workplace safety.

INTRODUCTION TO CUSTOMER SERVICE – 385 Hours

1. Define your customer service audience considering both internal and external customers.
2. Understand your organization's service culture.
3. Demonstrate the benefits of positive verbal communication and the importance of listening when dealing with customers.
4. Apply techniques for handling difficult customer encounters.
5. Demonstrate your understanding of the significance of time management.
6. Apply the characteristics and strategies for developing customer loyalty.
7. Understand the cause of service breakdown and the benefits of service recovery.
8. Explore future challenges and opportunities of customer service with a specific focus on employee and customer safety.