



## ***Salesforce Administration Skills***

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| <b>Start Date:</b>                   | <b>Please contact our front desk staff. (650) 330-6429</b>   |
| <b>Location:</b>                     | <b>JobTrain – 1200 O’Brien Drive, Menlo Park, CA 94025</b>   |
| <b>Length of Training:</b>           | 15 weeks (480 hours)   |
| <b>Days/Time:</b>                    | Monday through Friday, 8:30 AM to 3:45 PM  |
| <b>Entry and Class Expectations:</b> | <p>Ideal candidates for this program will have prior experience working in an office or business environment, and have good written and oral communication skills.</p> <p>Interested students must complete the following:</p> <ul style="list-style-type: none"><li>• Program orientation, including an assessment in mathematics and basic computer skills</li><li>• GED or high school diploma</li><li>• Resume and short writing sample (100 words)</li><li>• Interview with program instructor</li><li>• complete salesforce mini-test assignment</li></ul>   |
| <b>Instructional Outcomes:</b>       | <p>Students will supplement existing skills and experience with training to become a Salesforce Administrator and be prepared to take the industry recognized Salesforce Administrator 201 exam.</p> <p>Students will gain deep experience with the Salesforce software and understanding of CRM ( Customer Relationship Management) Software. Topics will be presented in guided lessons with hand-on exercises, individual and team projects, as well as self-paced online learning programs.</p> <p>Throughout the program, students will practice their communication skills, presenting projects and taking turns teaching short lessons to classmates. Through in-class projects, each student will build an online portfolio to share with prospective employers.</p> <p>Life Skills and Job Readiness workshops are included in training. Guest speakers and field trips will provide additional guidance in career development and job search strategies.</p> |
| <b>Completion Requirements:</b>      | <p>Based upon enrollment expectations and completing instructional outcomes.</p> <p>Attendance and participation are essential for successfully completing the class.</p>  |
| <b>Certification Track:</b>          | Job Train Certificate, SalesForce Administrator Certificate (must pass certification exam)   |
| <b>Career Opportunities:</b>         | Salesforce Administrators, Junior Business Analysts, Marketing and Sales positions   |
| <b>Mission Statement:</b>            | JobTrain is committed to helping those who are most in need to succeed. Our purpose is to improve the lives of people in our community through assessment, attitude, and job skills training, and high potential career placement.   |



## **ADMISSION POLICY**

JobTrain vocational training programs are open to students regardless of their eligibility for funding. Students must be 18 or over upon completion of vocational training. Some programs are open to non-high school graduates.

JobTrain's mission is to serve those most in need, so our programs are aimed at people with very low income. Therefore, JobTrain does not charge individuals for training programs. Training cost will either be covered by JobTrain or by a special funding source. JobTrain requires everyone to complete the eligibility process to determine funding qualification. Staff will explain the process and assist in determining eligibility.

We strive to select students who can reasonably expect to complete their vocational training and obtain employment. Due to the limited number of classroom seats available we are not able to admit all of our qualified applicants. JobTrain counselors must judge each applicant's ability to benefit from training, using both objective and subjective factors. Assessment process may take a minimum of 2-3 weeks.

In addition, priority may be given to applicants based on the particular requirements of funding sources, or to meet JobTrain's commitment to helping those who are most in need to succeed.