



# Apprenticeships in BUSINESS & PROFESSIONAL SERVICES

The City Colleges of Chicago Apprenticeship Program in Business and Professional Services was created to address the growing need of capable, qualified new hires to fill emerging and open vacancies within Chicago's economy. We work to prepare students with the right mix of technical and interpersonal skills necessary to work in a variety of company types, from nonprofit startups to global corporations. Our business apprenticeship program integrates with a variety of positions at your organization, including but not limited to accounting, finance, marketing, and customer service.

The following certificates and degrees, when combined with an apprenticeship program from a business partner, give students a well-rounded education that best prepares them to enter your organization.

## *Employer Position:*

### Customer Service Representative

**Job description:** Interact with customers to provide information in response to inquiries about products and services. Handle and resolve customer issues and keep detailed records of customer interactions, transactions, comments and complaints.

### Responsibilities & Requirements

- Communicate with a wide variety of people outside the organization and represent the organization to the public
- Develop constructive and cooperative relationships with others
- Receive and maintain information from all relevant sources

### Knowledge & Skills Required

- Active listening
- Service Orientation
- Critical Thinking

## *Related Technical Instruction at City Colleges:*

### Management/Marketing

**Degrees offered:** Associate in Applied Science (AAS), Advanced Certificate (AC), Basic Certificate (BC)

The Associate in Applied Science degree program in Management/Marketing is the study of basic business skills along with more in-depth study in a chosen field such as management, marketing or entrepreneurship.

### Critical Coursework

- Financial Accounting
- Business Law I, II
- Principles of Management



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## *Employer Position:*

### Financial Analyst

**Job description:** Conduct quantitative analyses of information affecting investment programs of public or private institutions. Forecast business, industry and economic conditions.

### Responsibilities & Requirements

- Analyze business or financial data
- Develop financial or business plans
- Determine the value of goods and services
- Prepare financial models and forecast reports

### Knowledge & Skills Required

- Economic and accounting principles and practices
- Auditing and verification of information and data
- Analyze data to identify underlying principles, reasons and facts

## *Related Technical Instruction at City Colleges:*

### Mathematics

**Degrees offered:** Associate in Science (AS)

The Associate in Science program provides an in-depth foundation of sequential coursework in Mathematics.

### Critical Coursework

- Calculus and Analytic Geometry
- Physics
- Linear Algebra

## *Employer Position:*

### Accounting and Auditing Clerk

**Job description:** Compute, classify, and record numerical data to maintain financial records completely and accurately.

### Responsibilities & Requirements

- Use accounting software to record, store and analyze information
- Confirm figures, posting and documents for correctness and mathematical accuracy
- Comply with federal, state and company policies, procedures and regulations

### Knowledge & Skills Required

- Knowledge of economic and accounting principles and practices, financial markets, banking and the analysis and reporting of financial data

## *Related Technical Instruction at City Colleges:*

### Accounting Clerk

**Degrees offered:** Basic Certificate (BC)

The Accounting Clerk Basic Certificate will prepare individuals to provide high-tech administrative support to professional accountants, financial managers, and business owners.

### Critical Coursework

- Financial Accounting
- Managerial and Payroll Accounting
- Computerized Accounting Systems
- Business Communications