

# Customer Service Assistant - Level I

13-credit Technical Certificate

## About the Certificate

Need to gain a skill set for a new career in a short length of time? The Customer Service Assistant certificates can help students get started in a new career or give added expertise in a current job.

## What is a Technical Certificate?

A WCTC technical certificate provides an excellent means for those already employed in business to cross train or to expand their knowledge through short-term training opportunities.

For more information, call 262.691.5200.

## Customer Service Assistant - Level I Required Courses

<b>104-191 Customer Service Management</b>	<b>3</b>
Explore the skills, attitudes, and thinking patterns required to manage customer satisfaction and loyalty. Develop the ability to lead and expand the customer service process, learn techniques for dealing with unhappy customers, and build skills for analyzing customer needs.	
<b>106-100 Keyboarding Prof Requirement</b>	<b>1</b>
Through this open-entry, open-exit course, build keyboarding speed and accuracy to meet an employment or school requirement. Students will	

## Required Courses Credits

### First Semester

104-191 Customer Service Management	3
106-100 Keyboarding Prof Requirement	1
106-110 Microcomputer Bus Apps I	3
801-196 Oral/Interpersonal Communication	3+
809-199 Psychology of Human Relations	3
<b>Total semester credits</b>	<b>13</b>

+ Proficiency exam available

Curriculum is current as of catalog printing.

The ability to complete a full certificate may be affected by low enrollment.

take a timed test on the first day to determine their current speed and accuracy, and then follow a personalized curriculum of textbook material and practice drills. Exit the course once desired level of keyboarding proficiency is achieved.

**106-110 Microcomputer Bus Apps I** 3  
Gain an overview of Microsoft Office software and its five major applications: Microsoft Word, Excel, Access, PowerPoint, and Outlook. Also gain an understanding of Windows operating system and Internet Explorer. Successful course completion will assist in the preparation for core MOS certification.

**801-196 Oral/Interpersonal Comm** 3  
Practice the necessary skills for effective

speech delivery, listening, assertiveness, conflict resolution, teamwork, and general interpersonal communication.

**809-199 Psychology of Human Relations** 3  
Examine the principles of interaction as applied to human relations at home and on the job. Explore topics such as self concept personality development, learning, motivation, emotions, stress, human relations processes, and special relationships. Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading

# Customer Service Assistant - Level II

12-credit Technical Certificate

## About the Certificate

Take the skills from the Customer Service Assistant Level I even further. Learn additional computer applications in the office setting and sharpen written communication skills to get started in a new career or add expertise to a current job.

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## Required Courses

## Credits

### First Semester

104-102 Marketing Principles	3
106-117 Records and Information Mgmt	3
106-122 Microcomputer Bus Apps II	3
801-195 Written Communication	3+
<b>Total semester credits</b>	<b>12</b>

+ Proficiency exam available

Curriculum is current as of catalog printing.

The ability to complete a full certificate may be affected by low enrollment.

## Customer Service Assistant - Level II Required Courses

**104-102 Marketing Principles** 3  
Explore marketing principles as found in the American business system, with an emphasis on consumer behavior, consumer and industrial products, distribution, market research, market segmentation, promotion, pricing, and international marketing.

**106-117 Records and Information Mgmt** 3  
Explore alphabetic, subject, numerical, and geographic filing systems using ARMA's basic alphabetic indexing rules. Study all phases of a record's life cycle. Reinforce fundamental principles and practices of effective record management with hands-on and electronic jobs.

**106-122 Microcomputer Bus Apps II** 3  
Study the effective integration of Microsoft Office's five major applications: Word, Excel, Access, PowerPoint, and Outlook. Prerequisites: 106-110 Microcomputer Bus Apps I

**801-195 Written Communication** 3  
Study and practice the transfer of information, ideas, and experiences in written form through reports, letters, memoranda, and other documents. Gain proficiency in the areas of organization, clarity, accuracy, and directness. Prerequisites: COMPASS-Writing Skills or ACT-English or ASSET-Writing Skills or Accuplacer Sentence Skills or TABE Advanced Language or 831-103 Intro to College Writing or 851-771 Writing-Program Readiness