

# 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.

## 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.

## 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

<b>104-102 Marketing Principles</b>	<b>3</b>
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.	
<b>106-117 Records and Information Mgmt</b>	<b>3</b>
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.	
<b>106-122 Microcomputer Bus Apps II</b>	<b>3</b>
Study the effective integration of Microsoft Office's five major applications: Word, Excel, Access, PowerPoint, and Outlook. Prerequisites: 106-110	
<b>801-195 Written Communication</b>	<b>3</b>
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.	