



Customer Service Specialist

16-credit Technical Diploma

www.wctc.edu/customer-service

If you enjoy working with people, can think on your feet and have strong problem-solving skills, a career in customer service may be for you. With a degree in customer service, you can find job opportunities in a wide range of industries, products and services.

About This Program

Now more than ever, good customer service is key to a company's success. Learn to manage orders efficiently, communicate with customers effectively and address concerns in a professional manner. Hone organization, self-motivation and teamwork skills that can be applied to customer service positions in a wide variety of industries.



Career Salaries

\$31,800-\$51,500 annually
plus potential commission opportunities

Salary range estimates based on wages for related occupations in Waukesha County as reported by Economic Modeling Specialists International (EMSI). Individual wages may vary based on experience, industry, location and specific job requirements.



Potential Careers

Customer Service Manager
Guest Relations Specialist
Call Center Representative
Help Desk Technician

What Makes This Program Unique

- Use Customer Relationship Management (CRM) software throughout the curriculum, gaining hands-on experience with industry technology.
- Gain exposure to current industry trends through projects and guest speakers from local organizations.
- Students can earn a related credential in Business Management through the completion of this program.



PROGRAM CODE 30-102-4

CORE COURSES

Credits

102-101	Business Professionalism	1
102-126	Client Relation Skills & Tech	3
104-102	Marketing Principles	3
106-162	Introduction to Microsoft Word	1
106-163	Intro to Microsoft Excel	1
106-166	Business Presentation Software	1
196-125	Management of Customer Service	3

GENERAL STUDIES

801-136	English Composition 1	3
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