

CERTIFICATE OF COMPETENCY IN CUSTOMER SERVICE AND CALL CENTER

This Non-Credit Customer Service and Call Center Certificate coursework is designed to benefit students who seek or want to improve their position at call center and service related jobs in the American workforce by teaching them communication strategies and etiquette for a variety of service formats, such as telephone, video conferencing, text, email, and social media. It teaches them conflict management, cultural, and emotional awareness to equip them with the tools and ability to hold successful phone conversations with a diverse customer base and face a wide variety of service environments.

Code	Title	Units
Required courses:		
NC 682	Customer Service I: Fundamentals	0
NC 683	Customer Service II: Essentials	0
NC 684	Call Center Training	0
Total Units		0

Certificate of Competency Level Student Learning Outcomes

Students completing the Customer Service and Call Center Certificate of Competency will:

Demonstrate ability to effectively communicate in written (email and text) and spoken formats to establish, build, and enhance rapport with callers, customers, coworkers, and superiors through effective use of communication techniques. This includes developing soft skills, such as speech awareness, fluency, proper phone etiquette, and hard skills, such as literacy and numeracy.
