



Customer & Technical Support Certificate

Continuing Education

**Non-Credit
Online
23 hours**

Contact:
Connie Glandon
641-422-4332 glandcon@niacc.edu

Program Description

This course is designed to help users create and maintain good customer services. Concepts covered include defining company-wide customer service and standards, strategies for effective communication, and effective problem resolution. This self-directed course can be completed within 90 days or sooner depending on time and learning capabilities of the student

Admission Requirements

Basic computer skills
Access to a computer with internet access
Self discipline to complete the program

Curriculum

This course provides information about topics which include:

- Understanding "Customers" and "Service"
- Segmenting Your Customers
- Using the Right Words
- Matching the Customer's Style
- Using Questions Effectively
- Resolving Conflict
- Writing Letters to Customers
- Finding What Customers Want
- Using Surveys
- Finding (the Real) Problems
- Building Teams
- International Customer Service
- Talking to Customers
- Using the Phone and FAX Lines
- Communicating via Electronic Mail
- The Internet
- Presenting a Web Site

Program Fees

Tuition & Fees	\$119
Books	none
Other fees	none
Total	\$119

Career Potential

Prospects for obtaining a job in this field are expected to be very good. Bilingual jobseekers, in particular, may enjoy favorable job prospects. About 14 percent of customer service representatives were employed in administrative and support services. These workers were concentrated in the business support services industry (which includes telephone call centers) and employment services (which includes temporary help services and employment placement agencies). Another 11 percent of customer service representatives were employed in retail trade establishments such as general merchandise stores and food and beverage stores. Other industries that employ significant numbers of customer service representatives include information, particularly the telecommunications industry; manufacturing, such as printing and related support activities; and wholesale trade. Earning potential varies bases on business type from minimum wage to \$22.00 /hour.

Data from www.bls.gov