



## Customer Service Certificate

### 2018–2019

#### **DESCRIPTION:**

Customer service representatives are consistently in demand in businesses, government agencies, and non-profit organizations. The Customer Service Certificate program prepares students for customer service jobs with basic and advanced training. The curriculum for the basic program includes learning how to use social media in the service of the customer, the study of negotiation, supply chain management and the role of customer service, and customer service in the retail setting. For more information, see [csc.edu/academics/departments/marketing](http://csc.edu/academics/departments/marketing).

#### **ADMISSION REQUIREMENTS:**

This is a non-selective, open-admission program; students may start in any semester.

#### **ONGOING REQUIREMENTS:**

Students must maintain the minimum GPA required by the College.

#### **OPPORTUNITIES FOR GRADUATES:**

##### **Career:**

Completion of the Customer Service Certificate will provide students with the knowledge and skill sets needed to serve in a variety of career positions. Examples include customer service representative, computer support specialists, retail sales employees, bank tellers, insurance claims representative, call center representative, and reservation specialist.

Employment of customer service representatives is projected to grow five percent from 2016 to 2026. Overall job opportunities should be good. Candidates with good customer-service skills and who have experience using computer software applications should have the best job prospects (United States Department of Labor, Occupational Outlook).

##### **Transfer:**

Many of the courses required in the certificate are requirements or electives that can be applied to the Marketing A.A.S. or Business Management A.A.S. degrees.

**CERTIFICATE REQUIREMENTS (CUSTOMER SERVICE CERTIFICATE):****FIRST SEMESTER**

<b>Course</b>	<b>Term</b>	<b>Credits</b>	<b>Milestones/Progress Check</b>
MKTG 1105 Retailing	AU/SP/SU	3	
MKTG 1125 Introduction to Social Media	AU/SP/SU	3	
MKTG 1230 Customer Service & Sales	AU/SP/SU	3	
BMGT 2254 Negotiation	AU/SP	3	
SCM1100 Supply Chain Mgmt Principles	AU/SP/SU	3	
<b>Semester Credits</b>		<b>15</b>	
<b>Total</b>		<b>15</b>	

*AU: Autumn Semester/SP: Spring Semester/SU: Summer Semester  
Requirements subject to change.*