



2007-2008 Career Planning Guide

CUSTOMER SERVICE REPRESENTATIVE

Spokane Community College

Spokane Community College
1810 North Greene Street
Spokane, Washington 99217-5399
www.scc.spokane.edu

Completion Award: A.A.S. Degree

Start: Fall, Winter, Spring, Summer

Tuition and Fees

Approximate Quarterly Cost: (subject to change without notice)

Books	\$	300
Supplies and Equipment	\$	20

PROGRAM WEBSITE: <http://www.scc.spokane.edu/?bustechadmin>

Program Description

The customer service representative program prepares students to work as commercial or residential service representatives in the telephone industry and also for similar positions in major department stores, collection agencies, credit bureaus, airlines, travel agencies, medical insurance agencies, public utilities and telephone answering services. This program is designed to give the students the necessary knowledge and skills to deal directly with customers in matters of credit application, bill collection, making arrangements for equipment installation and servicing, and acting as the company representative in special problems that may arise.

PROGRAM GOALS--Students who successfully complete this program should be able to:

1. Use positive human relations skills to work successfully with customers personally or by telephone.
2. Appreciate the importance of customer service and its direct relationship to the success of an organization.
3. Acquire comprehensive knowledge of and ability to use Microsoft Word, Excel, Access, PowerPoint, and Outlook software.
4. Compose drafts and final responses to inquiries, letters, and questionnaires.
5. Exhibit management initiative, dependability, and flexibility; follow directions; and have pride in quality work.
6. Appreciate the scope of business operations and economic systems.
7. Operate a variety of business machines, including computer equipment, electronic typewriters, digital photocopy machines and scanners, facsimiles, printers, telephones, and calculating machines.

College credit toward certificate/degree completion may be earned by articulating from a high school business program or by completing comprehensive tests administered by the Business Technology Department.

Career Opportunities

Prospects for obtaining a job in this field are expected to be excellent, with more job openings than jobseekers. This occupation is well suited to flexible work schedules. Customer service is critical to the success of any organization that deals with customers, and strong customer service can build sales and visibility as companies try to distinguish themselves from competitors. This is particularly true in industries such as financial services, communications, and utilities.

POTENTIAL POSITIONS INCLUDE: information and record clerks; financial clerks; insurance sales agents; securities, commodities, and financial services sales agents; retail salespersons.

Suggested Course of Study 2007-2008

Consult Adviser/Counselor for Program Planning and Selection of Electives

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A.A.S. Degree: SCC

A.A.S. Degree	A.A.S. Degree (continued)																																																																																																																				
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