



Academy of Learning

CAREER COLLEGE

Customer Service Diploma Program



CAREER OPPORTUNITIES:

- ♦ Library Clerk
- ♦ Courtesy Receptionist
- ♦ IT Help Desk Support
- ♦ Order and Payment Clerk
- ♦ Customer Service Representative
- ♦ Call Centre Agent
- ♦ Insurance Agent

**Government Grants & Financial Assistance
up to \$28,000 may be available.**

Contact Us: 416-422-5627 | 647-494-5544

Email Us: info@aolccnorthyork.com

Visit Us: 29 Gervais Drive, North York ON. M3C 1Y9

Customer Service Diploma Program

Program Objective

The objective of this program is to provide students with opportunities to acquire and apply knowledge of customer service & information skills to meet the demands of today's businesses.

Career Opportunities

Graduates of customer service and help desk programs could find service and sales careers in a wide range of industries, including insurance, manufacturing, finance, government, telecommunications, technology and more. Common job titles you could in this field include:

- ◆ Library Clerk
- ◆ Courtesy Receptionist
- ◆ Complaint, Inquiries, or Information Clerk
- ◆ Order and Payment Clerk
- ◆ Customer Service Representative
- ◆ Call Centre Agent
- ◆ Insurance Agent
- ◆ Systems Support
- ◆ IT Help Desk Support
- ◆ Customer Care Representative

Duties and Responsibilities

- ◆ Responding to telephone and in-person complaints and inquires
- ◆ Providing information regarding an organization's goods, services, and policies
- ◆ Entering orders, verifying shipments, and sending out invoices
- ◆ Tracing orders from intake to shipment and troubleshooting delays and problems
- ◆ Receiving payments and processing information required for the provision of services

Competencies and Core Courses

- ◆ **Keyboarding**
Minimum 25 words per minute (WPM)
- ◆ **Operating Systems**
Basic level of proficiency in a Windows operating system
- ◆ **Word Processing**
Intermediate level of proficiency in Microsoft Word
- ◆ **Spreadsheets**
Intermediate level of proficiency in Microsoft Excel
- ◆ **Database Management**
Basic level of proficiency in Microsoft Access
- ◆ **Office Skills**
Office Procedures Level 1, basic level of proficiency in Microsoft Outlook, Internet Fundamentals, and Personal Computer Fundamentals for End Users
- ◆ **Help Desk & Call Centre Skills**
Telephone Communication Skills
- ◆ **Business Skills**
Customer Service, Business Math, Business Verbal Communication, Grammar Essentials for Business Writing, and Business Correspondence Level 1
- ◆ **Simulations & Drills**
Customer Service Practical Simulation
- ◆ **Job Readiness/Employability Skills**
Job Search and Résumé Writing



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