

Office Technology, Certificate

CUSTOMER SERVICE

School of Business

The Customer Service Certificate is designed to reach quality customer service by examining the attitudes, knowledge and skills that are needed to work effectively in any job that has contact with clients, customers or patients. Course work combines customer service skills with other courses that emphasize interpersonal communications, keyboarding, mathematics and computer applications. Topics will include improving customer loyalty, customer service, handling complaints and customer relations. Courses in this certificate may be applied toward the Office Technology AAS.

Career Opportunities

Graduates of the Customer Service Certificate may find employment as customer service assistants, customer service representatives, office managers, technical support clerks, customer service clerks and administrative assistants. The job category of customer service representative has been defined as a high-priority occupation for the Westmoreland-Fayette Workforce Investment Area with an estimated average salary of \$30,930 and an annual job growth rate of 14%. The Pennsylvania Department of Labor anticipates 134 job openings per year in our region.

Program Learning Outcomes

Upon successfully completing this program, students will be able to:

- Provide ethical service to a diverse customer base.
- Demonstrate skills in using Microsoft Office.
- Perform mathematical calculations required by business.
- Perform data entry with speed and accuracy.
- Professionally communicate verbally and in writing.

Sugg. Term	Seq #	Course ID	Course Title	Cr.	Term Offered	Prereq/Coreq(Co)	Options Available
Fall	1	PDV 101	First Year Seminar	1	F, Sp, Su		
	2	CPT 150	Microcomputer Concepts	3	F, Sp, Su		
	3	OFT 110	Document Processing I	3	F, Sp, Su	OFT 100 or Placement	
	4	SPC 156	Interpersonal Communication	3	F, Sp, Su		
Spring	5	BUS 120	Mathematics of Business	3	F, Sp, Su	MTH 050, MTH 050A or Placement	
	6	BUS 140	Introduction to Business	3	F, Sp, Su		
	7	OFT 235	Customer Service	3	F, Sp, Su		

Total Program Credits

19

OTCSV