

Contact Center and Office Operations



COURSE DESCRIPTION

This course will focus on developing work place skills and abilities by exploring and developing proficiencies needed for success in a professional contact center and/or office environment. Students demonstrating mastery of the core concepts will earn an **Administrative Assistant Certificate** and can earn an **Executive Assistant Certificate** with mastery of additional concepts.

Students will:

- * Describe the operation of a contact center, identify and name the major operational components of a contact center and explain the operation of those components.
- * Distinguish excellent customer service; name and apply customer service principles.
- * Use effective communication skills, both verbal and written (including grammar, sentence structure and spelling); choose and use business appropriate vernacular, as well as use effective listening skills.
- * Show effective and efficient computer & internet navigation skills; demonstrate basic knowledge of Microsoft Office Suite: Word and Excel; use of databases and email functions as well as type a minimum of 30 words per minute.
- * Analyze customer issues/complaints to effectively apply root cause and conflict resolution principles, summarize and apply conflict resolution principles.

Successful students will demonstrate mastery of ACT WorkKeys Level 4 in the Skill areas of Applied Mathematics, Locating Information, Reading for Information and Teamwork.