

# Customer Service Professional:

## Call Center + Remote Work Certification



This self-paced, 33-hour online course will introduce participants to a range of skills required for a variety of entry-level customer service professional positions, including call center representative and remote worker.

Successful completion of this course will equip participants with a foundation of both fundamental call center representative skills, as well as, skills crucial to working remotely.

*Learn practical skills to prepare for an entry-level call center position. Topics covered include:*

### CALL CENTER SKILLS

- How to structure phone, email, chat and social media conversations for consistently positive outcomes
- The departmental functions within contact centers and the metrics associated with performance
- Soft skills for voice control and effective word choices for both verbal and written communication
- Proven strategies for handling all types of complicated customer interactions
- Four steps to increase revenues with customer-focused selling techniques

### REMOTE WORK SKILLS

- Remote work professionalism
  - Setting/backdrop
  - Virtual meeting etiquette
- Virtual communication skills, including messaging and activity reporting
- Project and task management
- Time management
- Team collaboration in a remote setting
- Understanding compliance and security risks



- Anyone interested in a customer service skills with an emphasis in call center & remote work skills
- Individuals looking to gain additional skills to qualify for entry-level call center employment
- Individuals interested in enhancing their skills in successful remote work

**Location:** Online (computer & internet access required)

#### **Begin anytime:**

This self-paced program allows for start date flexibility

**Cost:** \$1800

***Tuition assistance available for eligible participants.  
Ask for details.***

## CONTACT US

The LearningForce | Your Training Partner  
3201 West 16th Street | Sedalia, MO 65301  
phone | (660) 530-5822  
email | [thelearningforce@sfccmo.edu](mailto:thelearningforce@sfccmo.edu)  
web | [www.sfccmo.edu/the-learning-force](http://www.sfccmo.edu/the-learning-force)

SFCC is an equal opportunity institution and is smoke- and tobacco-free. Visit [www.sfccmo.edu](http://www.sfccmo.edu) to learn more.





**The LearningForce**  
KNOWLEDGE + SKILLS + ENRICHMENT