

**CUSTOMER SERVICE OFFICE ASSISTANT
Certificate**

- I. RCTC General Education: Allied Studies Requirements 1 Credit**
Area 13: Career and Personal Development
BTEC 2870, Employment Strategies, 1 cr

- II. Professionally-Related Business Requirements..... 12 Credits**
BTEC 1010, Computer Basics, 1 cr
BTEC 1020, Keyboarding for Computers, 1 cr
BTEC 1220, Human Relations in Organizations, 3 cr
BTEC 2220, Business Communications, 3 cr
BTEC 2614, Customer Service Skills and Concepts, 3 cr
BTEC 2880, Developing an Electronic Portfolio, 1 cr

- III. Electives.....3 Credits**

- TOTAL.....16 Credits**

Purpose: This program is designed to prepare students for customer service positions in a wide variety of businesses. The customer service office assistant is trained for administrative support work providing a variety of detailed procedural program information and services to external and internal customers in person or over the phone. A customer service office assistant will answer questions and resolve customer’s problems by analyzing, summarizing, and applying multiple procedures and guidelines.

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**For information, contact the Welcome Center at 507-285-7557
or e-mail getinfo@rctc.roch.edu.**

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