



CALL CENTER TECHNICIAN

CUSTOMER SERVICE MEETS DIGITAL SKILLS DEVELOPMENT

Excel in today's digital workforce with training in customer service, call center training, typing skills, Microsoft Office skills, digital literacy, and how to navigate the workplace like a professional are all covered in this 4-week course. Complete the program and receive a free computer!



EARNING POTENTIAL

Get employed as a Call Center Technician, Customer Service Support Specialists, Call Center Support in positions that offer flexible hours and workstyles. The expected salary may range between \$12/hr to \$18/hr based on experience and skills.

SKILLS ACQUIRED

Overview of the retail industry, selling and service, meeting the customer's need, making a sale, general computer skills (Microsoft Office Suite), how to navigate job searches, how to build a professional network + more!

ELIGIBILITY REQUIREMENTS

- Proficiently read, write, and speak English.
- Some criminal backgrounds accepted.
- Be able to pass a drug test.
- Score above a 6th-grade reading level on a test administered by SER, free of charge.
- Have a High School Diploma or GED.
- Have basic computer skills.
- Bilingual (English/Spanish) preferred.

TIME COMMITMENT

4 WEEKS

CLASSES START

SOON - APPLY TODAY!

SCAN ME
FOR INFO >



EARNED CERTIFICATIONS

NRF RISE UP &
Certificate of Completion