

LOCATION: Online

## Customer Service Professional – Call Center with Remote Worker

### Program Description:

The Customer Service Professional – Call Center with Remote Worker Certification prepares students for entry-level customer service positions across industries both in a physical office environment and working remotely from home. Students will learn how to provide excellent service to customers and resolve issues for customers whether it is in person, using the telephone or on the Internet. The coursework develops the skills and techniques focused on meeting customer wants and needs in a call center environment.

### Program Details:

This holistic training program prepares students to be a well-rounded and work-ready Customer Service Professional. The program includes the following components:

- The principles for providing exceptional service in person or remotely/virtually
- The steps to calm down angry customers and to earn their loyalty
- Techniques to discover customers' needs and expectations
- The rules to exceed customer expectations, each time and in every contact
- Techniques for communicating quality by phone and voice-mail
- How to handle complaints with expertise to avoid losing the customer
- How to translate problems/complaints into opportunities of earning customer loyalty
- How to make sure that a customer never leaves unsatisfied
- How to permanently increase the average transactions of customers, sales over sales
- Remote Worker Certification

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving, Digital Literacy and Career Management

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

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**Program Prerequisites:** 18 years of age or older, HS Diploma or equivalent, Internet access and basic use of computers.

**Contact Hours (including out of class work):** 210

**Additional Fees:** Laptop, \$400

**Delivery Format:** Online with Instructor Interaction

**Expected Award:** UCM Certificate of Completion | Certification in Customer Service | Remote Worker Certification

**Tuition:** \$2995 (includes, books, fees and exam costs)

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).