



## Customer Service Representative Fast Start #6 Application

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Phone/Cell: \_\_\_\_\_  
E-mail: \_\_\_\_\_

**Application Deadline: October 8, 2014 or until class is filled**

**Class Dates: November 3-14, 2014**

**For more information visit us on the web: [www.delta.edu/corporateservices/fast-start](http://www.delta.edu/corporateservices/fast-start)**

### Submit the following:

	Cover page (this page) of the application
	Questionnaire (page 2) of the application
	Resume (see preferred candidate qualifications)
	Transcripts for each college you have attended including Delta
	High School transcripts or diploma or GED
	Veteran (If yes, submit DD214)

### Submit Customer Service Representative Fast Start applications to:

**Customer Service Representative Fast Start**  
Delta College Corporate Services  
Delta College, H Wing  
1961 Delta Road, University Center, MI 48710  
Fax: 989-758-3639  
e-mail: [faststart@delta.edu](mailto:faststart@delta.edu)

## ***Customer Service Representative Fast Start***

Delta College is offering a new Fast Start training program in Customer Service to meet the needs of Great Lakes Bay Region employers. We have worked very closely with regional employers who are hiring new employees for their customer assistance centers for positions such as web chat, roadside assistance and help desk agents. This program will provide the training for you to qualify for these full-time and part-time positions, which are available on multiple shifts.

**Employers are looking for individuals that meet the following criteria (you must meet all of these criteria for employment):**

- A high school diploma or GED
- Completion of the Delta College Customer Service Representative Fast Start Program is encouraged
- 1 or more years of customer service experience in relevant or related professions
- Excellent and professional communication skills: written, verbal, reading and listening
- Ability to sit at a desk using a computer and/or telephone for long periods of time
- Ability to multi-task
- Keyboarding (minimum 35 wpm corrected score), computer, and web proficiency
- Ability to pass a comprehensive background and drug screen
- Strong work ethic and attention to detail

**The Customer Service Representative Fast Start is a 2 week, 80 hour program.** The class schedule may vary, but it is planned Monday through Friday from 8am-5pm. Individuals successfully completing the program will be interviewed by representatives from the employer upon program completion.

***Customer Service Representative Fast Start Program Selection:*** there will be up to 16 seats available. Program slots will be offered to the applicants who best meet the preferred candidate qualifications listed below (use this as your application checklist):

- ***Work Experience:*** Computer Skills *and* a minimum of 1 year of work experience in a customer service related field. Please provide a resume emphasizing this experience.
- ***Educational Experience:*** a high school diploma or GED is required. College courses, training certifications, or an associate degree from an accredited college is preferred. Please provide a copy of your diploma or transcripts of the highest education achieved (high school diploma, GED, associate degree, or other) and any training certifications that you think are relevant.

**Cost:** \$1,275

***Financial Support:*** Funding may be available to those who qualify through the Walmart Brighter Futures 2.0 Program. Pell grants and federal student loans are not available for this program.