Call Center/Customer Service Certification

DOUBLE DIGIT GROWTH FORECAST FOR CALL CENTER INDUSTRY OVER THE NEXT 3 YEARS IN THE DAYTON REGION

Since 2008, Sinclair has actively participated in the Dayton region's Contact Center Alliance (CCA), a group of over 50 area employers with call centers ranging from 5 to 500 employees. This group has provided Sinclair with an in-depth understanding of the regional Call Center Industry's workforce requirements. Using this information, Sinclair has created this comprehensive certification program. Through lecture, discussion and classroom exercises, participants will learn the skills necessary to prepare for entry-level employment in this industry.

CERTIFICATION

Program graduates will receive a Sinclair Community College Workforce Development Call Center/Customer Service Certification and the **nationally-recognized Customer Service Certified credential endorsed by the International Customer Service Association.**

LEARNING OUTCOMES

Upon completion of the course, participants should be able to:
- Apply principles of How to Thrive in a Call Center Environment
- Recognize and flex communication styles
- Use assertive communication skills
- Use email best practices
- Identify and deliver exceptional customer service
- Gain a view to regional call center employers, including current open positions
- Prepare for success in the job search
- Create resume and elevator speech
- Describe the basics of mortgage servicing
- Demonstrate basic computer skills

Fast Facts

- Interviews available upon successful completion of the course
- The class will meet weekdays, April 27-30 and May 4-7, from 8:30am-4:30pm at Sinclair Community College, Dayton Campus, in the Sinclair Conference Center (Bldg. 12)
- Through the financial support of our partners, the actual cost of this program is only $50 (*regularly priced at $750*) for those individuals who qualify for funding available through the Walmart Brighter Futures 2.0 grant (contact us for more information)
- For those who do not qualify for scholarships, the cost is $499
- Sinclair will host a Graduation Reception event to present the graduates to area call center employers actively seeking employees to fill open positions.

PROGRAM REQUIREMENTS

- Must be 18 years of age on or before class end date
- Must have a high school diploma or GED
- Must be able to pass a criminal background check and a drug test
- Need basic math, reading, and computer skills and good interpersonal and communication skills

To successfully complete the program, participants must attend all scheduled classes. Participants must actively engage in class discussions, complete all assignments and pass the course evaluations with a minimum score of 85%. Participants unable to meet attendance and evaluation requirements will be dismissed.

Registration
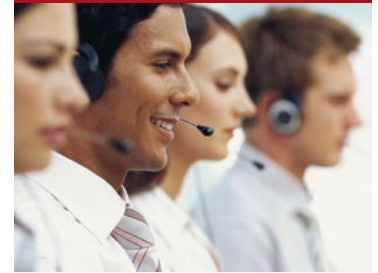
MORE INFORMATION:

Call Center Certification Program

Date: April 27-30, May 4-7
Time: 8:30am-4:30pm

Cost: $499 *OR*
$50 for those who qualify for the partial scholarships (call for more details)

To Register:
http://bit.ly/1FxtOH9

LOCATION

Classes will be held at:
Sinclair Community College
Dayton Campus
Sinclair Conference Center,
Building 12

(Free parking provided)

937.252.9787

workforcedevelopment@sinclair.edu

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