



Customer Service Specialist/Receptionist

Certificate of Completion (CC)

Planning Guide 2012–2013

Revised 3/27/12

Program Information

Length of Program: 19 Credits

Completion Award: Certificate of Completion

Enrollment: Fall, Winter, Spring

Approximate Quarterly Costs: \$25-\$85
(in addition to tuition, books and parking)

Website: www.shoreline.edu/genbustech01.aspx

Program Advisors:

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Program Description

Shoreline Community College offers a short-term Certificate of Completion (CC) in Customer Service Specialist/Receptionist leading to an entry-level position in an office setting. Students interested in advancement are encouraged to enroll in longer courses of study to complete additional certificates or associate degrees in Business Technology. Students pursuing a four-year baccalaureate degree in Business should follow the Business Associate in Arts (AA-DTA) direct transfer degree planning guide.

EPC J518E

Customer Service Specialist/Receptionist—What is it?

Customer Service Specialists and Receptionists facilitate communication for customers and the flow of business within and between organizations. They greet and assist customers, keep records, file documents and support supervisors and/or managers. For advanced study, consider a Certificate of Proficiency or an Associate in Applied Arts and Science (AAAS) degree in Business Technology.

Program Outcomes:

Students who successfully complete this program should have:

1. a working knowledge of word processing.
2. a working knowledge of spreadsheets.
3. an ability to communicate positively to internal and external customers.
4. an ability to organize office documents.

Career Opportunities—What can I do with a Certificate in Customer Service Specialist?

Graduates with basic office and human relations skills are prepared for entry-level positions in a variety of business settings. Potential positions include Receptionist, Office Clerk, Office Assistant and Office Coordinator. The average median wage is \$13.22 per hour.

Potential employers include: Small businesses, corporations, government agencies, schools, health care facilities—or any business or organization requiring basic office and customer service skills. For more, please visit career information and resources at www.shoreline.edu/acc/CareerCounseling.aspx

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PROGRAM PREREQUISITES: COMPASS placement into ENGL 100 Analytical Reading and Writing or successful completion of ESL 099 Academic ESL 2 and BUSTC 101 Beginning Keyboarding or keyboarding skills by touch.

CERTIFICATE OF COMPLETION—19 CREDITS

PROGRAM REQUIREMENTS			
Courses	QTR	GR	CR
BUS 105 Essentials of Human Relations			2
BUSTC 102 Speed Keyboarding 1			5
BUSTC 112 Filing			2
BUSTC 128 Word 2010, Level 1			5
BUSTC 150 Excel 2010			5

RECOMMENDATIONS:

ADDITIONAL INFORMATION**Job Search Information**

www.workforceexplorer.com

Note: Every effort has been made to ensure the accuracy of the information in this publication. However, the information is subject to change without notice and final career decisions are the responsibility of the student.

CERTIFICATE COMPLETION

Students should automatically receive their Certificate after successful completion all required courses. If you have not received your Certificate, please contact the Workforce Education Programs in FOSS 5100 or call 206-546-5876.