

# EA 1000

## Administrative Customer Support Specialist

6 weeks  
DURATION



High School Diploma or GED  
REQUIREMENTS

### PROGRAM DETAILS

This program prepares the student to perform administrative tasks within an office environment and gives them the tools and training necessary to succeed as an Office Administrator. Students are provided with comprehensive Microsoft Office training that teaches skills such as how to create and manipulate documents, work with spreadsheets, presentations, and email. Students also receive valuable soft-skill training, including subjects such as email and phone etiquette, communication strategies, time management, and proper business etiquette in the office environment. The skilled administrator needs to be able to handle a range of administrative tasks, and deal with sensitive client or patient relations issues.

Students will learn the fundamentals of Customer Service by completing two modules that have been aligned with standards set forth by the International Customer Service Association (ICSA). Level I of the training is designed to be transferrable to any position, across virtually any industry. Level II further builds on the skills gained in the first course, but expands into new topics that focus on Sales, Communication, and Phone Skills. Students that successfully complete these courses will achieve certification as a Certified Customer Service Professional (CCSP).

In addition to the CCSP certification, students will have the opportunity to attain the Fundamentals of IT certification sponsored by CompTIA. The training for this certification is designed for any individual that will be exposed to technology in the office environment, and provides a great base of knowledge that will be beneficial to anyone, with or without a background in IT.






In this 7-week online certification program, students learn through courseware review, quizzes and recorded video lectures. Students receive on-going support and guidance from a team of instructors, advisors, and online mentors.

### COURSES

- EA 1011** Essential Soft Skills
- CS 1011** Customer Service Professional - Level I
- CS 1012** Customer Service Professional - Level II
- MS 1000** Microsoft Office Basics
- IT 1011** CompTIA IT Fundamentals



### AT THE END OF THIS PROGRAM, YOU WILL BE ABLE TO:

-  Demonstrate basic computer competency and literacy in common Microsoft Office products
-  Master key techniques for effective business communication and remarkable customer service
-  Follow proper business etiquette, including in business functions, ethical dilemmas, and business travel
-  Employ effective time management skills to define goals, allocate your energy, and create a plan of action
-  Apply problem solving skills to identify and finding solutions to difficult or complex issues

### ATTAINABLE CAREERS

- |                      |                             |
|----------------------|-----------------------------|
| Sales Representative | Customer Service Specialist |
| Receptionist         | Help Desk Technician        |
| Office Administrator | General Office Clerk        |
| Office Manager       | Administrative Assistant    |



### TARGET CERTIFICATIONS

- ITF** CompTIA IT Fundamentals
- CSC** Customer Service Certified

*As a MedCerts Student, you also have the added benefit of Job Search Assistance including guidance with resume building, networking, interviewing, and job search tips.*