

# CUSTOMER INFORMATION SUPPORT SPECIALIST

## Program Description

The Customer Information Support Specialist (CISS) Program is a professional certificate program offering diverse adult-learners the practical skills necessary to compete in today's global workforce. We provide high quality hands-on training ideal for individuals: re-entering the workforce, career-changers, and those seeking to upgrade both technical and essential soft skills. This innovative program will meet the local labor market demand for technology-driven jobs in customer service, data entry, cybersecurity and administrative support, focusing on the high-demand Finance Industry in the St. Louis area.

- Learn computing and soft skills that companies seek
- Boost your workforce resume
- Gain valuable experience and confidence
- Enhance your professional development
- Learn your personal style and become an influential leader

## Program Goal

Produce qualified candidates for employment as:

- Office Administrators
- Customer Service Representatives
- Customer Relations Representatives
- Administrative Assistants
- Data Entry Associates
- General Administrative Support

## Course Content

### *Comprehensive Training in Microsoft Office Applications*

Participants have the opportunity to successfully earn nationally recognized Microsoft Office Specialist (MOS) certifications in Word and Excel. These certifications ensure participants are fluent in powerful business applications. Participants can show off industry recognized certifications through digital badges to enhance employability. Additionally, develop proficiency in Microsoft PowerPoint and Outlook. These certifications offer you the tools to build a brighter future!

**Certifications** | Microsoft Office Specialist (MOS) Certification

**MOS Certification – MS Word 2016:** Fundamental understanding of the Word environment and ability to complete tasks independently, demonstrating the correct application of the principle features of Word 2016 including managing documents, formatting text, paragraphs and sections, creating tables, managing references and inserting and formatting graphic elements.

**MOS Certification – MS Excel 2016:** Essential understanding of the Excel environment and ability to complete tasks independently. Candidates will create and manage worksheets and workbooks, create tables to perform operations with formulas and functions, and use graphic elements to represent data visually.

**PROFICIENCY** | Microsoft PowerPoint and Outlook

**MS PowerPoint 2016:** This course incorporates a step-by-step, project-based approach for developing competency in MS PowerPoint. Students design, edit and format presentations for practical business applications. Students will understand the use of charts, images, designs and themes to

make presentations. This course prepares students for proficiency in Microsoft PowerPoint.

**MS Outlook 2016:** During this workshop, students will learn how to use Microsoft Outlook to communicate with team members, schedule and track important dates and tasks and manage emails. This class prepares students for proficiency in MS Outlook.

### *Essential Business Modules*

**PC Fundamentals:** Students will learn the basic Windows operating systems and the basics of a word processor, file management, save/print files, and copy and paste content between documents, understand folder and file referencing and efficient management. Students will browse the internet learning basic protocol, terminology and etiquette. Note: Keyboarding and Mavis Beacon are included as part of this course.

**Cyber Security:** Today every organization is responsible for ensuring cybersecurity. The ability to protect information systems from impairment or even theft is essential to success. Implementing effective security measures will not only offer liability protection, it will also increase efficiency and productivity. Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, participants will learn how to understand different type of malware and security breaches, know the types of cyberattacks to look out for and develop effective prevention methods. Cybersecurity fundamentals: types of malware, cyber security breaches, types of cyber attacks, prevention tips, mobile protection, social network security & critical cyber threats and defense against hackers.

**Budgets and Financial Literacy:** Participants will gain a basic understanding of budgets and financial reports so they can hold relevant discussions and render decisions based on financial data. Participants will learn key terms like ROI, EBIT, GAAP and extrapolation. It also covers the concepts of budgeting, financial reports and essential terminology: financial terminology, financial statements, how to analyze financial statements, understanding budgets and how to make budgeting easy.

**Developing the Customer Service Professional:** Through classroom discussion, role plays, case studies and interactive activities, participants obtain skills of a customer service professional, including: talking with the customers, handling problems, phone etiquette, the importance of functioning as a team, and representing the face of the company.

**Personal Growth and Development:** Through classroom discussion, role plays, case studies, simulations and interactive activities, participants learn the standards of professionalism, including emotional intelligence, critical thinking, effective leadership skills, goal setting, time management, assertiveness/self-control, valuing diversity, work ethics, etc. and how it applies to the workplace. Students will develop a vision board, and learn the importance of making a great first impression.

**Résumé Development:** Participants learn the techniques for writing effective résumés, cover letters, thank you letters and online applications. Instruction includes job searching techniques. Student will develop their own résumé.

**Career and Professional Planning:** Students are immersed in the career development process by introduction to employment assessments/personality profiling, personal branding, learning interviewing skills, participating in mock interviews and learning the right questions to ask and how to answer. Throughout the program, students will apply obtained knowledge in the ongoing task of developing their detailed, personal career development plan. This

dynamic document will provide students with a personalized tool to carry them to their next career step and beyond.

**Employer Symposium:** Employers and students participate in a conference on employment/employer views within the business and customer service industry.

**Job Fair:** Students will meet with potential employers for the purpose of obtaining employment. Students will be equipped with résumés, cover letters, interviewing skills and techniques and the confidence that comes with competence and knowledge.

### **Program Requirements**

- High school diploma or HiSET
- Typing proficiency
- Microsoft Office computer assessment

### **Program Location**

STLCC-Forest Park

### **Cost of Program**

All costs associated with the program will be covered through a variety of funding sources. There are no costs to qualified students.

### **Financial Aid Eligibility**

This program is **not** Federal Financial Aid/Pell Eligible.

### **Interested in this program?**

Start the enrollment process today by visiting the Customer Information Support Specialist (<http://catalog.stlcc.edu/programs/accelerated-job-training/customer-support/programs-academics/accelerated-job-training/customer-information-support-specialist.aspx>) page.