

# Customer Service and Information Clerk

## Diploma

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### Program Objective

The objective of this program is to provide students with opportunities to acquire and apply knowledge of customer service & information skills to meet the demands of today's businesses.

### Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available for those who qualify.

Graduation requirements:

Students must achieve a 75% average to obtain a diploma.

### Method of Delivery

Integrated Learning™ System training facilitated by Academy of Learning College facilitators

### Career Opportunities

Careers which correspond to the skills learned include:

- Library Clerk
- Courtesy Receptionist
- Complaint, Inquiries, or Information Clerk
- Order and Payment Clerk
- Customer Service Representative

### Duties and Responsibilities

- Responding to telephone and in-person complaints and inquires
- Providing information regarding an organization's goods, services, and policies
- Entering orders, verifying shipments, and sending out invoices
- Tracing orders from intake to shipment and troubleshooting delays and problems
- Receiving payments and processing information required for the provision of services

### Required Skills and Personal Attributes

- Good verbal skills
- Functional reading skills
- A warm and friendly personality
- A pleasant telephone manner

### Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

### Competencies upon Completion

#### Core Courses

- **Keyboarding**  
Minimum 25 words per minute (WPM)
- **Operating Systems**  
Basic level of proficiency in a Windows operating system
- **Word Processing**  
Intermediate level of proficiency in Microsoft Word
- **Spreadsheets**  
Intermediate level of proficiency in Microsoft Excel
- **Database Management**  
Basic level of proficiency in Microsoft Access
- **Office Skills**  
Office Procedures Level 1, basic level of proficiency in Microsoft Outlook, Internet Fundamentals, and Personal Computer Fundamentals for End Users
- **Help Desk & Call Centre Skills**  
Telephone Communication Skills
- **Business Skills**  
Customer Service, Business Math, Business Verbal Communication, Grammar Essentials for Business Writing, and Business Correspondence Level 1
- **Simulations & Drills**  
Customer Service Practical Simulation
- **Job Readiness/Employability Skills**  
Job Search and Résumé Writing