



## CALL CENTER/TELEPHONE SERVICE: CUSTOMER SUPPORT CERTIFICATE PROGRAM

## SCHEDULE

**April / May 2025**

Thursdays & Fridays  
9:00am - 1:00pm

Begins: Thu, Apr 10, 2025  
Ends: Fri, May 2, 2025

### NOTES

The cohort will engage in 8 sessions, each lasting 4 hours.

Classes are not conducted on observed holidays.

## Elevate Your Career

Our comprehensive certificate training program is designed to equip you with the skills and knowledge that are in demand in today's dynamic job market. Our curriculum goes beyond the basics, offering a deep dive into the core competencies that set you apart in customer service excellence, advanced communication strategies, and unwavering professionalism.

Through an engaging learning environment focused on achieving high standards in customer service and communication, our students gain employment across a variety of industries. Our program ensures you're not just ready for a competitive job market—you're positioned to excel.

Master essential skills such as time management, conflict resolution, and delivering quality services across various platforms, which are critical in the fast-paced world of customer service.

We network with employers who seek qualified talent from our pool of graduates. By the end of the program, you'll possess not just new skills but valuable connections to propel your career forward.



**Pacific Coast  
Community Services**

Pacific Coast Community Services is a 501(c)(3) non-profit organization. Its mission is to provide training and long-term employment for veterans, persons with disabilities, and those re-entering the workforce.