



CALL CENTER/TELEPHONE SERVICES TRAINING CERTIFICATE PROGRAM

SCHEDULE

February-March 2024

Tuesday & Thursdays

8:15am - 11:15am
(Morning Cohort)

11:30am - 2:30pm
(Afternoon Cohort)

Begins: February 13, 2024

Ends: March 14, 2024

Note: this cohort runs for 10 sessions. Sessions 9 & 10 are an hour longer.

Elevate Your Career

Our comprehensive 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. We offer a deep dive into the core competencies that set you apart in customer service excellence, advanced communication strategies, and unwavering professionalism in the workplace.

Through a learning environment that focuses on achieving high standards in customer service and communication, our students gain employment in a variety of industries. Our program ensures you're not just ready for a competitive job market, but a step ahead to succeed.

Learn to manage your time like a pro and master the art of providing quality client services. These are critical skills in the fast-paced world of call center/telephone services.

We network with employers who hire from our pool of talented graduates. Upon completion of the training, you'll have new skills and new 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.