

Career Choices – Certificate of Completion Programs

- Information Clerk
- General Office Clerk
- Customer Service Clerk
- Business Support Specialist (invitation only)

Depending on skills, abilities, and interests, students can participate from 1-3 terms

Program Description

In the Customer Service Program, students work in a simulated customer service environment utilizing a telephone and a computer to learn all aspects of customer service including problem solving, telephone techniques and etiquette, computer concepts, and business correspondence. This hands-on training insures the student can work effectively on the computer while communicating clearly, resolving problems, and remaining tactful when handling complaints and satisfying customers.

Job Outlook

Skilled graduates can expect job placement within a short period of time. Entry-level wages vary by geographic area and range from \$8.50 - \$11.50 per hour.

Aptitude/Abilities

- Ability to communicate through oral/written formats
- Ability to use communication and information technology
- Ability to problem solve; strong interpersonal communication skills
- Basic keyboarding skills; ability to attain keyboard speed of 35 wpm
- Task planning and organization; average clerical perception
- Demonstrates good judgment; enjoys a variety of tasks
- Enjoys working with people
- Academic abilities are detailed in the MCTI catalog & on the MCTI website

Michigan Career and Technical Institute (MCTI)

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