

# CUSTOMER SERVICE/SALES OPERATIONS

JUMPSTART YOUR SERVICE CAREER!



ALAMO  
COLLEGES

NORTHWEST VISTA COLLEGE  
*Workforce Education & Training*

## ABOUT THE PROGRAM

The Customer Service/Sales Operations plan is a set of stackable awards designed to teach students the skills to effectively function in a customer service/sales environment. Students will learn about effective communication, marketing, and customer relations. Students will gain the ability to identify customer needs and present solutions. The program will introduce students to proven sales tactics, consumer behavior, customer management, customer loyalty, effective relationship-building strategies, interpersonal communications, and public speaking for professionals. Students will be prepared to take the NRF® national Customer Service and Sales Certification exam.



## ADMISSIONS

We have an open door admissions policy to ensure that every person has the opportunity to get a college education.

## TYPES OF AWARDS OFFERED

Associate of Applied Science  
Certificate  
Occupational Skills Award

## JOB OUTLOOK

Occupational profiles indicate 24% growth for Customer Service Representatives by the year 2022 in the Alamo Region. Estimated average hourly wage is \$14.25\* in the Alamo Region.

*(Source: SOCRATES-Occupational Profiles-Alamo Region) \*Note: Variations should be expected.*



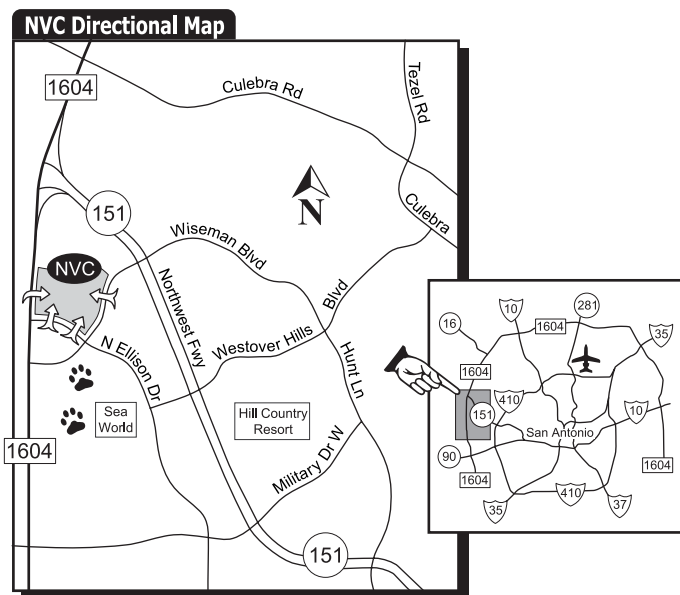
## CAREERS AVAILABLE

The following titles are examples of careers associated with this program but not limited to:

*Customer Service Representative, Client Services Representative, Customer Service Agent, Member Services Representative, Account Manager, and Sales Facilitator*

# WHY NORTHWEST VISTA COLLEGE?

Career and Technical programs are created by faculty and industry professionals to ensure curriculum and training are aligned with current industry practices and trends. All workforce programs are designed to be completed in two years or less allowing graduates to begin their career immediately or transfer to a university.



For additional information please contact the Program Coordinator:

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*Northwest Vista College is an equal opportunity college of Alamo Colleges.*