

# Customer Service and Information Clerk

## Diploma

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### Program Objective

The objective of this program is to provide the student with opportunities to acquire and apply the knowledge of customer service and 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

- Respond to telephone and in-person complaints and inquires
- Provide information regarding an organization's goods, services and policies
- Enter orders, verify shipment and send out invoices
- Trace orders from intake to shipment and troubleshoot delays and problems
- Receive payments and process 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.

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**  
Basic level of proficiency in Microsoft Excel
- **Simulations and Drills**  
Office Simulations – 1 Unit
- **Office Skills**  
Basic level of proficiency in Microsoft Outlook
- **Help Desk & Call Centre Skills**  
Call Centre Telephone Sales, Team Dynamics and Personal Development
- **Business Skills**  
Business Math Skills and Applications, Customer Service Essentials, Business Verbal Communication, and Business English/Grammar
- **Job Readiness/Employability Skills**  
Job Search & On-the-Job Training