



# Santiago Canyon College

DIVISION OF CONTINUING EDUCATION

*What happens here matters.*

Orange Education Center • 1465 N. Batavia St. • Orange, CA 92867 • 714-628-5900 • Fax: 714-434-7920 • [sccollege.edu/OEC](http://sccollege.edu/OEC)

## Career Technical Education Certificate of Completion

# Customer Service Representative

- Average Hourly Wage \$17.18
- Annual California Job Openings through 2018: Over 13,200



The Customer Service Representative program is designed to provide students the necessary knowledge and skills to deal directly with customers as a company representative. Students are prepared to work as commercial or residential service representatives in positions in major department stores, collection agencies, credit bureaus, airlines, travel agencies, medical insurance agencies, public utilities and telephone answering services.

Program courses build student skills in: basic touch typing; MS Windows navigation; saving, opening and printing program files and documents using a variety of programs; creating and editing text documents with tables and graphics using MS Word; utilizing basic internet terminology and concepts; performing web- based searches; sending and receiving e-mail with attachments; and developing interpersonal and customer service skills in the workplace.

To register or for additional information regarding class dates, times and locations, call or visit any of the following locations:

**OEC Provisional Education Facility (CHAP)**  
1937 W. Chapman Ave., Suite 200  
Orange, CA 92868  
714-628-5900

**Santiago Canyon College (SCC)**  
8045 E. Chapman Ave., U-80  
Orange, CA 92869  
714-628-5929

**College and Workforce  
Preparation Center (CWPC)**  
1572 N. Main St.  
Orange, CA 92867  
714-628-5999

### Certificate Requirements & Course Sequence

VBUS-012	Workforce Readiness	60 HRS
VBUS-119	Introduction to Keyboarding & Basic Windows	60 HRS
VBUS-258	Navigating the Internet	36 HRS
VBUS-260	Introduction to Word Processing using MS Word	60 HRS
<b>TOTAL HOURS OF INSTRUCTION</b>		<b>216 HRS</b>

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**MISSION STATEMENT:** The mission of the Continuing Education Division is to offer a variety of free noncredit classes, programs, and services that enable students to maximize their potential by acquiring the necessary technical and academic skills to reach their personal, educational, and career goals so that they can benefit from, and contribute to, a changing American society as productive, active members of their communities.

All educational opportunities are offered without regard to national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or military and veteran status.