



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

Short-Term Career 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

Tuition is FREE - No Recommended Supplies or Textbook

Certificate Requirements & Course Sequence		
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
WKPR-500	Workforce Readiness	60 HRS
TOTAL HOURS OF INSTRUCTION		216 HRS

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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.