



Customer Service Diploma Program



CAREER OPPORTUNITIES

- Library Clerk
- Courtesy Receptionist
- IT Help Desk Support
- Order and Payment Clerk
- Customer Service Representative
- Call Centre Agent
- Customer Service Agent
- Customer Service
- Customer Outcome Analyst
- Service Supervisor
- Customer Support Specialist
- Insurance Agent

**Government Grants, Scholarships, and Financial Aid
May be Available For Those Who Qualify**

AOLCC North York Campus:

☎ 647-494-5544
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📍 29 Gervais Drive, North York, ON. M3C 1Y9

AOLCC Oshawa Campus:

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📍 9 Bagot Street, Oshawa, ON. L1H 1M9

Customer Service Diploma Program

Program Objectives

The objective of this program is to provide students with opportunities to acquire and apply knowledge of customer service & information skills to meet the demands of today's businesses.

Career Opportunities

Graduates of customer service and help desk programs could find service and sales careers in a wide range of industries, including insurance, manufacturing, finance, government, telecommunications, technology and more.

Common job titles you could in this field include:

- Library Clerk
- Courtesy Receptionist
- Complaint, Inquiries, or Information Clerk
- Order and Payment Clerk
- Customer Service Representative
- Call Centre Agent
- Insurance Agent
- Systems Support

Duties & Responsibilities

- Responding to telephone and in-person complaints and inquiries
- Providing information regarding an organization's goods, services and policies
- Entering orders, verifying shipments and sending out invoices
- Tracing orders from intake shipment and troubleshooting delays and problems
- Receiving payments and processing information required for the provision of services

Competencies and 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

Intermediate level of proficiency in Microsoft Excel

Database Management

Basic level of proficiency in Microsoft Access

Office Skills

Office Procedures Level 1, basic level of proficiency in Microsoft Outlook, Internet Fundamentals, and Personal Computer Fundamentals for End Users

Help Desk & Call Centre Skills

Telephone Communication Skills

Business Skills

Customer Service, Business Math, Business Verbal Communication, Grammar Essentials for Business Writing, and Business Correspondence Level 1

Job Readiness/Employability Skills

Job Search and Résumé Writing

Admission Requirement

- Grade 12 or equivalent or Mature Student Status. 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.

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