



Customer Service Driven

Customer Service Professional Certificate of Achievement

Are you an active listener, solution seeker, and great communicator? A critical part of a company's growth is their representatives, and the demand is there for customer service representatives. Join one of the fastest-growing employment markets in Michigan.

Benefits of Program

- Fast tracked certificate achievable in one term
- Approved curriculum by several Metro Detroit large employers
- Stackable credential that can lead to the General Business Associate in Business

Skills Development

- Intrapersonal behaviors and interpersonal behaviors
- Personal on-the-job behaviors
- Group behavior and team building
- Communication skills
- Strategies for problem solving, coping with challenges and dissatisfied customers

Career Opportunities

- Account Representative
- Call Center Representative
- Client Services Representative
- Customer Care Representative
- Customer Service Agent
- Customer Service Representative
- Customer Service Specialist

Want more information? Contact:

Cassandra Myers
313-317-6604
cmyers17@hfcc.edu



The State of Michigan Labor Market Information lists Customer Service Representatives' starting rate from \$13 - \$21 an hour. We are part of a collaborative of Metro Detroit employers looking to hire from our program. They have a starting average wage of \$16 - \$21.