

## **Customer Service and Support Specialist**

Part Time Course

### **Award**

QQI Level 4

### **Course Aims**

Are you interested in pursuing a career in the customer service industry? Are you a strong communicator with good interpersonal skills? This thoughtfully designed program is the course for you. Students will be trained in the use of customer relationship management systems, deal with a variety of consumer behaviours and develop problem solving skills to deal with customer queries, all required to gain employment as a customer support representative in a variety of industries.

On completion of the program you will have an excellent understanding of new communications technology and will have gained valuable experience. We are committed to ensuring that all our graduates are highly employable and have the skills, expertise and support they need to maximise their performance in their future career.

### **Course Content**

Customer Service	Work Experience
Contact Centre Skills	Team Working
Communications	Contact Centre Skills
ICT Skills	Digital Media

### **Future Prospects**

Graduates of this programme will have the skill set required to gain employment in many sectors and fulfil the role of a business development specialist and customer support executive. Potential employers include Banks, Insurance Centres, Energy Suppliers and Office Support.

### **Course Location**

This course is a joint project between Marino College of Further Education and the Eastside + Docklands Local Employment Service and an industry partner. The course will be part taught in both locations.