

Business Assistant: Customer Service

Holland code family: Organizers

About the Program

The Customer Service Career Pathway two-term certificate prepares students for entry-level customer service positions in a variety of fields where the ability to effectively deal with the public is required. Courses included in this pathway can be applied toward completion of the one-year Business Assistant certificate and the Associate of Applied Science in Business Technology degree.

The U.S. Department of Education requires disclosure of specific information about career and technical certificate programs to prospective students. Data includes Standard Occupational Classification (SOC) codes, graduation rates, tuition and fees, typical costs for books and supplies, job placement rates for students completing the programs, and median loan debt incurred by students completing the programs. For more information visit www.roguecc.edu/GainfulEmployment.

Program Learning Outcomes

The curriculum in RCC courses is derived from a set of identified learning outcomes that are relevant to the discipline. Program learning outcomes for business programs are:

Business Ethics: Demonstrate knowledge of ethical, legal, and socially responsible business behavior, while maintaining high levels of personal and professional integrity in today's rapidly changing multi-cultural, team-oriented business environment.

Communication/Information Literacy: Develop and deliver professional oral and written communications (using technology) that are appropriate to the topic, audience, and situation.

Critical Evaluation/Decision Making: Demonstrate critical thinking and problem solving skills by identifying, understanding, and applying basic theories, terminology, and practices related to each functional area of business.

Interpersonal Skills: Develop the interpersonal ("soft") skills necessary to build and maintain effective working relationships with internal and external business stakeholders.

Entry Requirements

Students are required to complete the Placement Process to determine skill level and readiness in math, reading, and writing. As part of their training program, students must begin with the courses within their skill level as determined by the results of their placement assessment. In addition, students may also be required to enroll in classes that would increase their employability and success.

Advanced Standing

Coursework from accredited colleges and universities will be accepted in accordance with college policies and the Business Technology Department chair's approval. In order to ensure that coursework is current, program courses over 10 years old must be reviewed and approved by the appropriate department chair before being accepted toward core requirements. Students must complete coursework in their major at a "C" or better level before proceeding to advanced coursework. High school College Now credit will be accepted in accordance with the current articulation agreement.

Credits earned in the successful completion of Career Pathways Certificates can be applied to other certificates and degrees in the Career Pathway. For more information, speak to a program advisor and review the roadmap at www.roguecc.edu/Programs/CareerPathways.

Customer Service — Career Pathways Certificate (29 credits)

- Cashier ¹
- Customer service representative ¹

Retail Sales and Service — Career Pathways Certificate (32 credits)

- Counter and rental clerk ¹
- Retail salesperson ¹
- Stock clerk and order filler ¹

Business and Information Specialist — Career Pathways Certificate (31 credits)

- Call center operator ¹
- File clerk ¹
- General office clerk ¹
- Office machine operator ¹
- Receptionist and information clerk ¹



Small Business Management — Career Pathways Certificate (40 credits)

- Small business manager ¹
- Retail sales supervisor ¹

Business Assistant, Certificate of Completion (50-54 credits), Assistant Manager Specialty Track

- Supervisor ¹
- Retail manager ¹
- Assistant manager ¹

Administrative Support Specialty Track

- Human resources assistant ¹
- Office and Administrative support worker ¹
- Secretary ¹
- Telemarketer ¹

Accounting Assistant Specialty Track

- Accountant/bookkeeper ¹
- Payroll and time keeper clerk ¹

Business Technology, Associate of Applied Science (AAS) (91-95 credits)

- Department manager ¹
- Office manager ¹

¹ For current wage and gainful employment data, see the Jobs & Wages box within the specific program roadmap at www.roguecc.edu/CareerPathways/

Completion Requirements

Students must complete all courses in this program with a grade of "C" or better to receive their pathways certificate. Certain prerequisite courses are graded on a pass/no pass basis only. A grade of "P" for these courses indicates a student earned the equivalent of a "C" or better grade.

What skills will you learn?

Visit <http://go.roguecc.edu/department/program-learning-outcomes>.

What are the employment opportunities?

Visit <http://www.roguecc.edu/GainfulEmployment>.

Prerequisites

| Course No. | Course Title | Credits |
|------------|--|---------|
| CS__ | Approved 3-4 credit computer science class, CS120 or above, or documented computer proficiency | 0-4 |
| MTH20 | Pre-algebra or designated placement test score | 0-4 |

RD90/WR90 College Reading/Fundamentals of Composition or
 WR91 Fundamentals of Academic Literacy (WR91 substitutes for
 both RD90 and WR90) or designated placement test score 0-8

Total Prerequisite Credits **0-16**

Required Core Courses

| Course No. | Course Title | Credits |
|------------------------------|------------------------------------|-----------|
| BA101 | Introduction to Business | 4 |
| BA131 | Introduction to Business Computing | 4 |
| BT101 | Human Relations in Organizations | 3 |
| BT105 | Business Ethics | 3 |
| BT113 | Business English I ¹ | 4 |
| BT114 | Business English II ¹ | 4 |
| BT160 | Business Math | 4 |
| BT178 | Customer Service | 3 |
| TOTAL PROGRAM CREDITS | | 29 |

¹ Students who have successfully completed the 3-credit versions of BT113 and BT114 will have met the requirement, but will need at least 29 applicable business credits to receive this certificate.

For more information contact the Business Technology Department:

Grants Pass 541-956-7066
 Medford 541-245-7527
 Toll free in Oregon 800-411-6508, Ext. 7066 or Ext. 7527
 email rwcbusiness@rogucecc.edu or rvcbusiness@rogucecc.edu
 Web address www.rogucecc.edu/business
 TTY Oregon Telecom Relay Service, 711

This advising guide is for advising purposes only. Please see current college catalog for additional information on specific college policies and graduation requirements.

RCC is an open institution and does not discriminate. For RCC's non-discrimination policy and a full list of regulatory specific contact persons visit the following webpage: www.rogucecc.edu/nondiscrimination.

