# Business Assistant: Customer Service

## Career Pathways Certificate

**Major Code: 521803A**

## About the Program

The Customer Service Career Pathways 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 curriculum in RCC courses is derived from a set of identified learning outcomes that are relevant to the discipline. For a list of learning outcomes for this discipline or program, see www.roguecc.edu/Programs/LearningOutcomes.

## Entry Requirements

Students are required to take a placement test 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 levels as determined by placement test scores. Students are also required to complete any prerequisites listed. 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. College Now credit will be accepted in accordance with the current articulation agreement.

A Career Pathway is a series of connected education and training programs and student support services that enable individuals to secure a job or advance in a demand industry or occupation. Career Pathways focus on easing and facilitating student transition from high school to community college, from pre-college courses to credit post-secondary programs, and from community college to university or employment. Students decide how far they want to go, up to an Associate of Applied Science degree or beyond.

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 below and at www.roguecc.edu/Programs/CareerPathways.

**Customer Service Career Pathways Certificate (28 credits)**
- Cashier ($9/hr.) [1]
- Customer service representative ($13/hr.) [1]

**Retail Sales and Service Career Pathways Certificate (28 credits)**
- Counter and rental clerk ($13/hr.) [1]
- Retail salesperson ($11/hr.) [1]
- Stock clerk and order filler ($12/hr.) [1]

**Receptionist Career Pathways Certificate (27 credits)**
- File clerk ($13/hr.) [1]
- General office clerk ($13/hr.) [1]
- Office machine operator ($10/hr.) [1]
- Receptionist and information clerk ($11/hr.) [1]

**Retail Management Certificate of Completion (34-35 credits)**
- Assistant manager ($17/hr.) [1]
- Retail sales supervisor ($17/hr.) [1]

**Small Business Management Career Pathways Certificate (41 credits)**
- Small business manager ($17/hr.) [1]
- Retail sales supervisor ($17/hr.) [1]

**Business Assistant, Certificate of Completion (50-53 credits), Assistant Manager Specialty Track**
- Supervisor ($16/hr.) [1]
- Retail manager ($13/hr.) [1]
- Assistant manager ($14/hr.) [1]

**Assistant Manager Specialty Track**
- Human resources assistant ($16/hr.) [1]
- Office and Administrative support worker ($13/hr.) [1]
- Secretary ($14/hr.) [1]
- Telemarketer ($15/hr.) [1]

**Accounting Assistant Specialty Track**
- Accountant/bookkeeper ($14/hr.) [1]
- Payroll and time keeper clerk ($15/hr.) [1]

**Business Technology, Associate of Applied Science (AAS) (93-98 credits)**
- Department manager ($20/hr.) [1]
- Office manager ($20/hr.) [1]

[1] Median wages from OLMIS (www.qualityinfo.org) April 2013

## 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 a "C" or better grade.

## Prerequisites

| Course No. | Course Title | Credits |
|---|---|---|
| BA130 | Concepts in Computing I (or documented proficiency) | 0-2 |
| BT100 | 10-key Skill Building (or demonstrated proficiency) | 0-1 |
| BT120 | Computer Typing (or demonstrated skill at 25 wam) | 0-2 |
| MTH20 | Pre-algebra (or designated placement test score as shown on current indicator chart) | 4 |
| RD30 | College Reading (or designated placement test score as shown on current indicator chart) | 4 |
| WR30 | Fundamentals of Composition II (or designated placement test score as shown on current indicator chart | 4 |

## Required Core Courses

| Course No. | Course Title | Credits |
|---|---|---|
| BA101 | Introduction to Business | 3 |
| 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** | | **28** |

[1] Students who have successfully completed the 3-credit versions of BT113 and BT114 will have met this requirement.

(over)

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
Web address . . . . . www.roguecc.edu
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.

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