

Contact Center Training

Description: Is a six-week course designed to provide job skills for a career in customer service. The 150 hour training course incorporates:

- Instruction on call center work environment, customer service, service attitude, communication skills, listening skills, building customer rapport, telephone etiquette, managing challenging customers, regulations, code of ethics, confidentiality and computer skills.

Application Process: Potential applicants must attend an information session the Second and Fourth Tuesday of every month (this month's schedule is below), held at 1:45 p.m.

Contact Information:

Will take place in various locations at employer and community partner sites throughout the Twin Cities.

Phone- 651-379-5997

553 Fairview Ave. N. St. Paul, MN 55104 (main office)