

Sample Apprentices Posting: Customer Support

What will you do:

Summary of the role and activities

The Customer Support role interacts with business clients to provide quality, accessible service to customers via phone, e-mail, and other software systems. You will identify, answer and resolve customer questions and concerns utilizing on-line knowledge base and computer system information. The Customer Support position is often phone oriented with moderate to high call volumes. Because you will understand the product or service and the customer, in many companies this role is the entry point for other career opportunities.

- Interact with customers in a professional, courteous manner both verbally and in writing
- Answer customer questions and resolve problems
- Use computer skills in software systems, word processing, and data entry
- Read, input, comprehend and communicate online data.
- Organize and prioritize workload; manage multiple priorities

Who You Are:

Preferred mindsets and interests

- **Service Orientation:** You are interested in helping people. Solving problems comes naturally to you and you enjoy making others happy.
- **Organized:** You have great time management skills, are disciplined and focused. You enjoy making plans and seeing those plans through.
- **Cooperative:** Others might say you are good-natured, unselfish, and polite. You are genuinely interested in others' needs and pleasant.

What You Have Done:

Educational Requirements for Applying Candidates

Applicants should be able to communicate clearly and concisely, both verbally and in writing. Bilingual highly preferred.

Applicants should also be on track to master the following arithmetic competencies by the beginning of the apprenticeship in order to access potential college-level training content (as outlined in College Board Accuplacer Program Manual, October 2016):

- *perform the basic arithmetic operations of addition, subtraction, multiplication, and division using whole numbers, fractions, decimals, and mixed numbers*
- *make conversions among fractions, decimals, and percents*

Applicants should be on track to master the following reading competencies by the beginning of the apprenticeship (as outlined in College Board Accuplacer Program Manual, October 2016):

- *answer questions that require them to synthesize information, including gauging point of view and intended audience*
- *recognize organizing principles in a paragraph or passage*
- *identify contradictory or contrasting statements*

What You Will Learn:

Occupational Competencies the apprentice will develop in the role

- **Customer Support:** Familiarity with the use of some components of computer applications, etc. and a basic ability to diagnose customer problems and issue resolution support
- **Communication:** Basic familiarity with professional communication in phone conversation, including using complex phone systems, and in writing via email exchanges and via technology solutions.
- **Microsoft Office:** Use of multiple end-user software packages and cloud solutions (which may include a business productivity suite such as MS Office)

Foundational Competencies the apprentice will develop in this role

- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking appropriate questions to identify root cause through iterative questions, and understanding the severity of a problem.
- **Service Orientation:** Actively looking for ways to help people; owning an issue through completion or transfer to another support specialist; using effective communication and empathy to best help resolve customer issues.
- **Critical Thinking:** Using logic and reasoning to identify the risks and rewards of alternative solutions, conclusions, or approaches to problems; seeing the big picture and identifying patterns like a large number of calls or questions about the same type of issue; identifying opportunities for improvement.

Apprenticeship Certification(s):

Apprentices will study for and obtain the industry recognized certification of CAPM - Certified Associate in Project Management