



Career Skills Academy
Start, Change or Enhance Your Career

PROFESSIONAL MEDICAL CALL CENTER REPRESENTATIVE PROGRAM

Learn the principles and processes for providing successful customer service in a medical organization.

PROGRAM CURRICULUM

- Assessment of customer needs, meeting quality standards and evaluation of customer satisfaction
- Administrative and clerical procedures including: data entry, word processing, keyboarding, Microsoft Office, file management, telephone systems and office procedures
- Medical terminology, communication skills and professionalism

The Career Skills Academy at Rockland Community College gives students the chance to learn skills and quickly enter the workforce.

Evening Program

February 3, 2020 – May 19, 2020
Monday, Wednesday, Thursday
6:00pm-9:15pm

RCC Suffern Campus
145 College Road
Suffern, NY 10901

Cost: \$2,995

Funding Assistance may be available to students who qualify.