

Families Forward

***Do you have an interest
and passion for customer service?***

CUSTOMER SERVICE

Learn valuable skills, like how to:

- Build skills with Microsoft Office Suite and keyboarding.
- Communicate effectively.
- Develop skills in computer literacy, business writing, word processing and business internet usage.
- Earn **Customer Support Specialist Certification!**

Part Time

Classes run between

6 to 8 weeks

Multiple weekday options
available.

Gain a career in occupations like:

- Claims Representative
- Service Coordinator and Union P/R Specialist
- Call Center Reservations Agent

\$47,000

Average wage*

Professional coaches will help you:

- ⇒ Prepare for interviews
- ⇒ Access an employer network of area companies
- ⇒ Learn how to advance within the Customer Service Industry

**Register TODAY to attend a Families Forward Orientation
and learn how you can qualify
for FREE TRAINING**

If you do not meet the
requirements for this Career
Track, we can help you find a
different track!

No prior customer service experience needed!

Call us 216-698-3505 or 216-698-2363

email Cuyahoga-Families-Forward@jfs.ohio.gov

Visit us online to learn more: ffcuyahoga.mdrc.org

*Based on data from Indeed.com, September 2018. Actual employer starting and average wages may be different.

Families Forward is part of a study on how to improve the lives of parents and children.



Cuyahoga County
Together We Thrive



Towards Employment

Customer Service Information Sheet

Families Forward

FAMILIES FORWARD CUYAHOGA DEMONSTRATION CAREER PATH



CUSTOMER SERVICE

Get started with Families Forward today and learn incredible Customer Service skills for free!

We stick with you to help you prepare for the next step in your career.

Feel confident that you're on a career path with opportunities to grow.

Now

Next

Later

Customer Service Skills

You may be eligible for these types of jobs:

- Customer Service Rep at MOEN
\$31,200
- Customer Service Rep at Alpha Graphics
\$29,120*
- Customer Service Rep at Check Smart
\$27,040

Offers higher wages and opportunities to learn on the job skills.

Offers an entry level position in a growing field.

0-1 Year Experience

You may be eligible for these types of jobs:

- Customer Service Rep at Prime Woodcraft
\$35,000*
- Customer Service Rep/ Inbound Sales at Progressive
\$35,360*
- Scheduling Center Representative 1 at Cleveland Clinic
\$33,280

0-1 Year experience offers opportunities for advancement

2-5 Year Experience/Degree

You may be eligible for these types of jobs:

- Dispatcher City of Cleveland
\$49,000*
- Account Manager 1 at Anthem Inc.
\$51,181*
- Entry Level Insurance Sales Representative
\$51,500*

Careers for Success

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Cuyahoga County
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*Average annual salary
**Average entry-level salary
Actual starting wages may be different.
Sources:
Career Builder.com 2018
Indeed.com 2018 and Salary.com 2018