



Creating Pathways for Career Success Generation

CUSTOMER CARE AGENT

The Generation Customer Care program in Charlotte trains you as a call center representative. Students will learn through direct experience how to deliver an exemplary customer experience, tools for stress management, and workplace professionalism. The program will also support the development of skills related to product knowledge, upselling and cross-selling, and positive communication with customers. Students will receive a weekly stipend. At the end of the program, students in good standing will have the opportunity to interview for a position with one of our employer partners. All at no cost to you.

ENROLLMENT STARTS IN OCTOBER | APPLY NOW!

Program Duration: November 5 – December 14, 2018 (6 weeks) | Mon-Fri | 9:00 a.m. - 1:00 p.m.

Information Sessions : October 24, 5:30 p.m. and October 30, 5:30 p.m.

Register for info session: charlottecustomeercare.eventbrite.com

Location of Program & Information Sessions: Goodwill Opportunity Campus | 5301 Wilkinson Blvd, Charlotte, NC 28208

Have an opportunity to interview with our many employer partners in Charlotte:



PROGRAM REQUIREMENTS

- 18 and older
- Hold a GED or high school diploma
- Pass a background check
- Pass a drug test
- Complete NC Works WIOA enrollment



PROGRAM BENEFITS

- Develop “soft skills” employers are seeking such as professionalism, customer service, preparedness, and motivation.
- Paid training. Receive a weekly stipend.
- Learn personal responsibility, future orientation, growth mindset, persistence, and time management.
- Gain the technical skills call center employers value, such as handling upset customers, communicating product knowledge, and upselling.
- Get help from career coaches for better resumes and interview preparation.

TO ENROLL, CONTACT SAM@GENERATION.ORG | 803-981-4189
 FIND OUT MORE AT GENERATION.ORG/CUSTOMERCARE

THIS PROGRAM IS BROUGHT TO YOU IN PARTNERSHIP WITH:



powered by Charlotte Works

