

Certified Customer Service Professional

The National Professional Certification in Customer Service signifies that the person who earns it has demonstrated knowledge and skills noted as important to successful employment in best-practice, high-performance companies in the sales and service industries. A student or worker who earns this certification will have a national, transferable certification of skills and knowledge in customer service.

National Professional Certification in Customer Service[®] is an industry credential that facilitates:

- Career mobility for employees, applicants, and students
- Adds value to education and training programs
- Helps employers identify qualified professionals

What Is Industry-Based Certification?

Industry certification is based on skill standards developed when companies within a specific industry come together and agree on the knowledge, skills, and abilities that employees need in order to perform successfully on the job. Standards spell out the knowledge and skills that both current and prospective employees should have and demonstrate.

The Customer Service & Sales Skill Standards were developed through the participation of thousands of employers, employees, and industry experts from the retail, wholesale, personal services, and real estate industries. These industry-developed standards identify what employees need to know and be able to do in entry-level through first-line supervisor customer service and sales positions at high-performance workplaces. The **National Professional Certification in Customer Service[®]** is based on the **Customer Service Skill Standards** that identify the knowledge, skills, and abilities that employers have agreed are necessary for success in retail and related industries.

Rather than a certification developed for one specific job, the National Professional Certification in Customer Service[®] was designed to capture the core customer service duties for a range of entry-level through first-line supervisor positions across the sales and service industries. This includes workplaces such as retail stores, distribution centers, warehouses, hair salons, rental car companies, and more. Other industries that value excellent customer service like hospitality, food and beverage, finance, call centers, airlines, and others have indicated interest in the Customer Service Standards and Certification.

Why Is Certification Valuable?

- **Employers** Help recruit and retain excellent employees and decrease turnover
- **Employees/Applicants/Students** Obtain portable, industry-developed credential of knowledge and skills
- **Educators/Trainers** Increase value of training and education credentials
- **Workforce Development Professionals** Integrate job seeker and employer needs

For additional details on how to get your employees involved in the Certified Customer Service Professional Program call Dave Sawicki 1-800-377-5222 x663 or dsawicki@luzerne.edu

