



Training Program Bio

BASIC INFORMATION

Training Provider:	CALL CENTER FOR HIRE		
Training Program:	CALL CENTER FOR HIRE'S CUSTOMER SERVICE AND CALL CENTER TRAINING PROGRAM		
Training Location:	Hybrid Training, 9 days virtual, 1 day in person. Training facility is located at 18000 west 9 mile rd, suite 380, 48075	Clinical Location: <i>If Applicable</i>	n/a
Phone Number:	248-508-2846	Website:	callcenterforhire.net

Description of Training Program:

2-week training program designed to train and prepare students in the customer service, call center and work from home fields of work. Our program focuses on seven key categories:

1. Customer Service
2. Call Center Work
3. Remote worker training
4. Customer retention/ Conflict resolution
5. IT support training
6. Sales training 101
7. Professional Development /Job Placement Assistance

PROGRAM REQUIREMENTS

High School Diploma/GED:	☒ Yes	☐ No
Reading Grade Level:	4th	Math Grade Level: 4th
Drug Screen:	☐ Yes	☒ No
Criminal Background Check:	☐ Yes	☒ No
<i>If yes, which types of convictions are not allowed?</i>	☐	☐
Valid Driver License:	☐ Yes	☒ No
Other Requirements:		
Required Supplies Available through Detroit at Work: <i>(For more information, contact your Detroit at Work Career Coach)</i>		

TRAINING EXPERIENCE

Number of Weeks:	2 weeks	Number of Total Hours	60
Schedule:	Mon - Fri, 9am -3pm	Training Delivery:	Hybrid (Online & In-Person) 
Maximum number of students in each class:	20	Number of students for each instructor:	1 instructor for each student
Is there an exam required at the end of the training?		☐ Yes ☒ No	

PERFORMANCE

Percentage of students who complete the training program. (Completion Rate)	98%
Percentage of graduates who are placed in employment related to their training within 120 days of completing the program. (Training Related Placement Rate)	85%
Percentage of students who complete the training program and earn an industry recognized certification or license. (Credential Attainment Rate*)	100%

* Credential Attainment Rates may vary depending on information submitted.

PROGRAM COMPLETION

Credentials graduates earn.	1. Certificate of completion from State recognized program 2. Linkedin industry credential
Occupations graduates will be prepared to enter.	Customer Service Representative, IT clerks, support desk, receptionist, sales representative
Average wage of graduates in these occupations.	\$17 - \$25 per hour

Detroit at Work Career Centers are operated by Detroit Employment Solutions Corporation, a Michigan Works! Agency. They are located throughout the city of Detroit and provide jobseekers with a wide range of FREE employment services, including job placement, career counseling, workshops, and access to training opportunities. To learn more about how Detroit at Work can help you find your new career, please visit DetroitAtWork.com.



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