PRO Customer Service and Administrative Training

PRO Customer Service and Administrative Training covers a wide range of skills needed in customer service and office administrative related employment. This class is flexible, accommodating people at a wide range of skill and experience levels with 25% of the class consisting of guided electives. The class is currently conducted remotely via video conference (VTC/Zoom), and if needed we offer affordable, fast and secure laptops with webcams, with tech support provided.

Some of the benefits of this class include

- **Development and advancement of computer skills**
- **Touch typing and efficiency**
- **Video conferencing training / Technical support**
- **Customer service roleplay, training**
- **Career research / Professional development**

PRO Student Profile for Successful Outcomes

- Willingness to learn and develop skills
- Introductory or better computer usage skills
- Entry-level career goal / Career transition / Return to work

Key Class Features

- Curriculum modeled after real workplaces with focus on professional accountability
- 1000s of elective class modules are available to tailor the class to each individual
- Focus on practice and confidence-building with computer-based job skills

Employment Services are conducted concurrently with the academic curriculum; consumers are ready for job search at graduation

Key Details

- New classes start every month. Computer Skills Bootcamp is a prerequisite.
- **Consumers must have a reliable, modern computer with webcam and Internet**
- Schedule: Monday - Thursday 2pm - 5pm; 3 months total
- **For referrals and information: admissions@ctpberk.org 510 849-2911 x4003**

CTP's classes are approved by the CA Bureau for Private Postsecondary Education (BPPE)