PURE MICHIGAN Talent Connect

MICHIGAN TRAINING CONNECT

Program Details : Customer Service Representative

Provider Name :	Ascend Skills Michigan
Date of Last Update :	9/14/2026 12:06:00 PM
Provider Primary Area :	Ingham County
Program Locations :	MI Business Office
Provider URL :	http://ascendskillsnow.com/
Program Description :	This 12-week program prepares students for entry-level customer service roles across industries such as insurance, finance, manufacturing, and more. Students gain the digital literacy and professional skills needed to support customers, manage information, and succeed in today's technology-driven workplace. Classes are online, live, and instructor-led, meeting for 90 minutes twice a week. Instruction is practical, engaging, and structured to help students build confidence using computers, digital tools, and common business software. Training focuses on essential skills including Microsoft Office Suite, keyboarding, computer fundamentals, data entry, email and online communication, and professional customer service techniques. Students also develop problem-solving, time management, and communication skills critical for supporting clients and teams in a variety of work environments. The program includes preparation for nationally recognized credentials, helping students graduate job-ready. Career coaching and job-readiness support, including resume and interview guidance, are provided throughout the course. From enrollment through employment, students receive guidance every step of the way so they can feel confident and prepared to launch a career in customer service.
Contact Name :	Angella Alverson

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Contact Phone Number :	4805996228
Program URL :	https://ascendskillsnow.com
Program Prerequisites :	High School Diploma or Equivalent
Admission Requirements :	Must be 18 years of age or have parental consent. Must have access to a computer with reliable internet access. Must be able to speak and understand English.
Program Duration (Clock / Contact Hours Per Week) :	10
Program Duration (Weeks) :	12
Credential Earned :	Industry-Recognized Certificate or Certification
Name of Associated Credential :	Microsoft Office Specialist
Issuer of Associated Credential :	Microsoft
Program Format :	In-person : No Online, E-learning, or Distance Learning : Yes Hybrid or Blended Program : No
Associated Occupation 1 :	43-4051.00 - Customer Service Representatives
Associated Occupation 2 :	43-4151.00 - Order Clerks
Associated Occupation 3 :	Not Available
License Fee for Employment :	No
Estimated Waiting Period to Enter Program :	21 Days
Program Cost :	$3,950.00
Cost of Books and Supplies :	No
Sources of Financial Assistance Accepted :	Individual Training Accounts
Internship/Externship Amount :	No
New Program :	No
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Number of Graduates in the last year :	
Employment Rate - 2nd quarter after exit :	Not Available
Quarterly Median Earnings :	**
Employment Rate - 4th quarter after exit :	Not Available
Credential Attainment Rate :	Not Available