PROGRAM CODE: 30-106-11

## **Bilingual Clerical and Customer Support Clerk**

TD

Technical Diploma



Location: West Allis Campus, MATC Education Center at

Walker's Sqaure

Start Dates: August and January

Admission Requirement: High school diploma or equivalent

Financial Aid Eligible: No

## **Program Description**

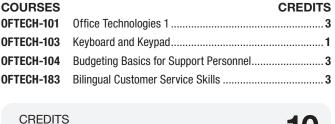
Offers wonderful training and confidence to the student when looking for a job. The student will acquire not only computer skills, but also customer service and math/budgeting skills.

## **Career Outlook**

Students completing this certificate gain a competitive advantage when applying for positions in a wide variety of office settings. Completers can perform exceptional customer service and a full range of clerical duties, including entering data into computer files, word-processing and preparing budgets.

## **Program Learning Outcomes**

- Perform basic knowledge of Office 365 (word processing), Excel (spreadsheets) and PowerPoint (presentations).
- Use effective workplace communications.
- Apply technology skills to business and administrative tasks.
- · Perform touch keying of the alphabetic keys.
- Perform touch keying of the numeric and symbol keys.



Program curriculum requirements are subject to change.

Total credits needed to complete this diploma

Current MATC students should consult their Academic Program Plan for specific curriculum requirements.

MATC courses are offered in person, entirely online or partially online. Check each course's delivery options in Self-Service at **selfservice.matc.edu**.



**Complete Program Details** 

QUESTIONS? 414-456-5323, 414-297-8903 or leadpathway@matc.edu



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