



Find a Job: Call Centre

Do you like talking to people and have some basic computer skills? Have you considered a customer service centre role but don't know how to find a job in this sector? This course will help you understand how call centres work, what is required to work in one and introduce you to local employers looking for staff.

No previous experience necessary.



A course to develop your skills in:

- What happens in a local call centre
- What good customer service is
- Meeting customer needs and requests
- Communication and time management skills
- Managing conflict and data entry skills
- Importance of customer feedback
- A tour of a local call centre

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www.ballaratnc.org.au



Skills for study
work and life

We enrich our community by providing opportunities to connect, participate and learn

Length: 15 hours - 3 sessions

Eligibility: Visit the website for details.

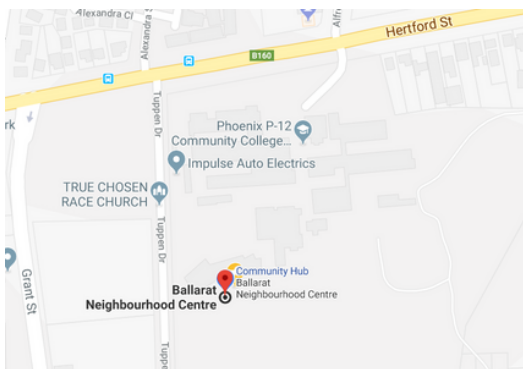
For dates, times, costs and prerequisites refer to the BNC Course Timetable.

Discover Learn Local

We provide education and training programs designed to meet your learning needs. As a registered Learn Local we help you return to study, become work ready, improve your skills or learn something new.

Find us at the Ballarat South Community Hub

11 Tuppen Drive, Sebastopol



**Ballarat Neighbourhood Centre
PO Box 540W, Ballarat. 3350**