<u>Telecommunications</u>

The **Telecommunications** training program provides students with transferrable skills for customer service positions that require phone-based, computer based or other remote client service skills. The first program of its kind at inception, Statler's Telecommunication program provides the blind, visually impaired, physically disabled, economically disadvantaged and unemployed individuals the highest standard of customer service and telecommunication training**.**

Statler graduates are capable, motivated, and highly sought after employees. The Telecommunication program generates superior customer service representatives who are able to apply for employment opportunities either in brick-and-mortar facilities or as part of the growing remote agent opportunities.

The Statler Center features:

- A comprehensive curriculum specially adapted for persons with disabilities
- Qualified, professional instructors trained in working with the visually impaired and physically disabled
- Individually-assigned computers loaded with industry-specific software and accommodations as needed
- A modern, well-equipped facility
- Job Developers and Job Placement Specialists to find opportunities prepare graduates for interviews and secure employment. We have a national placement rate of 77%, and a local New York State placement rate of 82%.

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<u>Telecommunication Course</u>

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Topics Include:

<u>Telecommunications:</u> Techniques, behavior, professional etiquette, personality, key industry terms, listening, notetaking, speaking skills, multi-tasking, key industry content for data mining, B2B calls, health and human services and sales are taught.

<u>Platform:</u> Students manage incoming and outgoing calls, working with scripts, multiple screens, dual input technology all while utilizing the training facilities of Olmsted Center for Sight's actual call center. Under the direct supervision of instructors, students utilize customer response management (CRM) software and actual Q&A metric measurements to gauge skill set and accuracy.

Technology: Multi-line phone systems, incoming and outgoing calls, scripting, continuing development of multiple screen usage, multi-tasking, dual input headset technology. Adaptive Technology skills addressed including the use of dual input headset technology as needed, to allow for screen reading software and incoming call audio input. All Adaptive Technology accommodations are addressed as needed.

Industry Expert Presenters: Guest lecturers explain their mission statements, procedures and employee expectations. Lecturers from several of Western New York's leading call center businesses will meet with the students and present high-level instruction both on the premises and during off-site tours to showcase the variety of call center settings.

Experiential Learning: Students will spend several days working in live call center environments, giving them relevant hands-on experience and clarification on the types of call contracts they might choose to pursue in this vast industry of employment.

Statler is **licensed by the New York State Department of Education** as a private business proprietary school.

For more information about this or any Statler training program, please contact:

Elizabeth Schmidt
Coordinator of Admissions
716-888-4638
eschmidt@statlercenter.org
To apply online: www.statlercenter.org

Licensed by the State of New York, New York State Education Department