

ETA Customer Service Specialist

Aligned Program of Study:

- Electromechanical Technology
- Mechanical, Electrical, & Plumbing (MEP) Systems

Description

The Customer Service Specialist (CSS) is a soft skills certification that validates one's work skills through employability concepts. Though developed to meet the role of an evolving service-oriented electronics technician, CSS is relevant to every industry, employer, and employee. Topics included are safety, ethics, respect, teamwork, communication, telephone and email techniques, problem-solving, interpersonal relationships, and sales and marketing.

Certified Customer Service Specialists (CSS) require the skills and abilities to communicate effectively with anyone at any time in public or private, including possessing a conversational knowledge of technical products or services. A CSS will provide memorable customer support by meeting customer service demands, knowing their business/services and products, and the best way to meet customer needs. Understanding the nature of service-related problems and provider-liability assists the CSS in properly advising customers and fellow workers on preventing and resolving service conflicts effectively and equitably for all parties involved.

This assessment is offered via two different pathways: stand-alone and journeyman. The stand-alone pathway is for students that do not wish to complete a career track. The journeyman pathway allows for stackable certification tracks and offered in five (5) parts.

Certification Information

Test Owner

ETA International

5 Depot Street

Greencastle, IN 46135

(800) 288-3824

https://www.eta-i.org/workforce_readiness.html

Preparing to offer the certification

Exam Details

There are no requirements before taking a test. This certification is valid for a lifetime and is offered online or via paper/pencil. A site administrator and proctor must be selected. This certification allows for remote proctoring for an additional fee of \$14 for the two-hour exam. ETA allows for one free retake after a 30-day waiting period and must be completed within one year of the first exam.

Materials and Resources

Information is available at https://www.eta-i.org/workforce_readiness.html

Competency requirements are available at https://www.eta-i.org/comps/CSS_comps.pdf

Testing information is available at https://www.eta-i.org/test_sites.html

Vendors

TDOE does not currently have data-sharing agreements with any vendor, therefore the burden of proof to provide evidence of earning the certification will be on the school system.