

## **Human Services Cluster**

### **Consumer Services Pathway –**

**Customer Service Assistant** – This major prepares students as customer service assistants who handle customer inquiries and complaints face-to-face, over the phone, or by email. Curriculum includes a career orientation component, which includes job search and retention skills, employability skills, planning, communication, and problem solving as well as applied academic skills. Students also receive an overview of consumer rights, responsibilities, and privileges along with basic customer service concepts such as assessing customer needs, educating customers, and working in teams.