

Customer Service

*An online learning program for
CSEA-represented NYS employees*

*Application Period:
February 3, 2021 - February 3, 2022*

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Begin the Journey to Developing your Career

Customer service skills are crucial to any agency that deals with the public. This program will help you discover strategies to work effectively with both internal and external customers. This online program helps busy people navigate the challenges of customer service.



About the Customer Service Certificate Program

This Online Certificate Program will help you identify strategies to work successfully with any type of customer. This program is also a great way to build your knowledge and skills in the Interpersonal and Customer Relations workforce development competency. Participants must complete 13 courses with a passing score of 70% or higher to earn a certificate. *Additionally, this program fulfills one of the four mandatory training requirements for the Administrative Assistant Traineeship.*



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Courses must be completed by February 4, 2022