

CUSTOMER SERVICE CERTIFICATION PROGRAM

Fee: \$2,749

Scholarships available for those who qualify

The Customer Service Associate Program is an instructor led, 5-week hands-on program that includes reinforcement exercises and skill practice that support learning, increase retention and foster strong beliefs in exceptional customer service. Completion includes a National Certification in Customer Service.

Typing Proficiency goal of 5,000 keystrokes

Keystroke Certification upon completion

Professional Computer Skills

- 15 common job tasks
- Microsoft Word, Excel, PowerPoint and E-mail
- Business writing

Professional Computer Skills Certification upon completion

Customer Service

- 5 Key elements of Customer Service
- 6 Ways to defuse anger and aggression
- Business ethics and legal issues

National Customer Service Associate Certification from Rockhurst University

Professional Development – Insurance Claims

- Insurance Terminology and HO-3 Policy
- Midwest Work Ethic
- Gramm-Leach-Bliley Act
- Telephone Techniques
- Legality – Claims Note Taking

Call 937-328-6062 to register for the April or May course

March Class Schedule:

Rise Above Orientation: March 9, 2011 from 1:30 p.m. to 3:45 p.m. at WorkPlus

Rise Above Class: March 14 – March 25, 8:30 a.m. to 3:30 p.m. at WorkPlus

Customer Service Certification class: March 28 – April 28

Monday – Friday, 8:30 a.m. to 4:30 p.m.

Clark State – Brinkman Center – Downtown

Limited to 20 students

May Class:

Rise Above Orientation: May 4, 2011 from 1:30 p.m. to 3:45 p.m. at WorkPlus

Rise Above Class: May 9 – 20, 8:30 a.m. to 3:30 p.m. at WorkPlus

Customer Service Certification class: May 23 – June 23

Monday – Friday 8:30 a.m. - 4:30 p.m.

Clark State – Brinkman Center – Downtown

Limited to 20 students

**Job Placement and Employer matching for all who successfully complete the training program
Background check and drug screening required**

PROFESSIONAL CLAIMS SPECIALIST

Fee: \$3,249

Scholarships are available for those who qualify

The Professional Claims Specialist course is a fast track program for claims specialists interested in advancing into management. The curriculum focuses on 1) Customer Service; 2) Professional Development - Insurance Claims; 3) AIC 33-Claim Handling Principles/Practices; 4) Professional Supervisor Training. The certification course covers the following:

PROFESSIONAL DEVELOPMENT – INSURANCE CLAIMS

- Insurance Terminology and HO-3 Policy
- Midwest Work Ethic
- Gramm-Leach-Bliley Act
- Telephone Techniques
- Legality - Claims Note Taking

AIC 33-Claim Handling Principles/Practices

This course will discuss property insurance coverage and how the claim is handled in terms of covered perils, policy structure, valuation and exclusions.

Customer Service Certification

The Customer Service Associate program is an instructor led, hands-on program that includes reinforcement exercises and skill practices that support learning, increase retention and foster strong beliefs in exceptional customer service. Course ends with a national certification in Customer Service.

Professional Supervisor Training

To be effective in a supervisory role, you need formal training to manage staff and other complex issues. Without the appropriate knowledge, errors in judgment can cost your organization precious time and money. Course includes:

- Problem solving skills
- Effective management skills
- Coaching and leadership skills
- Assigning tasks and optimizing resources
- Building a team
- Handling employee relations
- How to empower your organization
- Managing conflict constructively
- Effective communication
- Assessing growth

Call 937-328-6062 to register for the April or May course

April Class Schedule:

Rise Above Orientation: April 6, 2011 from 1:30 p.m. to 3:45 p.m. at WorkPlus

Rise Above Class: April 11 - 21, 8:30 a.m. to 3:30 p.m. at WorkPlus

Professional Claims Specialist class: April 25 – May 27, Monday – Friday, 8:30 a.m. to 4:30 p.m.
Clark State – Brinkman Center – Downtown

Limited to 20 students

May Class Schedule:

Rise Above Orientation: May 4, 2011 from 1:30 p.m. to 3:35 p.m. at WorkPlus

Rise Above Class: May 9 – 20, 8:30 a.m. to 3:30 p.m. at WorkPlus

Professional Claims Specialist Class: May 23 – June 24, Monday - Friday, 8:30 a.m. to 4:30 p.m.
Clark State – Brinkman Center - Downtown

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CERTIFIED INSURANCE CLAIM SPECIALIST (CICS)

Fee: \$4,840

Scholarships available for those who qualify

The Certified Insurance Claims Specialist course prepares individuals to work in the specialized flood insurance claims industry, with much of the curriculum also applicable to insurance claims in general. The curriculum is divided into eight unique topics ranging from insurance policy concepts to loss adjusting to water mitigation (a very specialized flood recovery offering). The certification course covers the following:

Customer Service Certification

The Customer Service Associate program is an instructor led, hands-on program that includes reinforcement exercises and skill practices that support learning, increase retention and foster strong beliefs in exceptional customer service. Course ends with a national certification in Customer Service.

PROFESSIONAL DEVELOPMENT – INSURANCE CLAIMS

- Insurance Terminology and HO-3 Policy
- Telephone Techniques
- Midwest Work Ethic
- AIC Exam Preparation
- Gramm-Leach-Bliley Act
- Legality - Claims Note Taking

AIC 33-Claim Handling Principle/Practices

This course will discuss property insurance coverage and how the claim is handled in terms of covered perils, policy structure, valuation and exclusions.

AIC 35 - Property Loss Adjusting

This course will cover the process of calculating a claim from start to finish in terms of determining the actual loss amount.

Xactimate

Xactimate 27 is the latest version of the leading claims estimating software solution from Xactware. Xactimate 27 has been significantly redesigned with a host of new features that streamline the claims estimating process for insurance companies, restoration contractors, independent adjusters, remodelers and specialty service providers.

Water Mitigation

Students will learn insurance industry standards in water loss mitigation, psychrometry (the science of drying), moisture content of different structural materials, health and safety in drying structures and how to dry structures rapidly without demolition utilizing the latest technology and equipment. Students participate in flooding a real house with furnishings with over 1,500 gallons of water, extracting the water and drying materials with the use of specialty equipment and meters.

Call 937-328-6062 to register

May Class Schedule:

Rise Above Orientation: April 6, 2011 from 1:30 p.m. to 3:45 p.m. at WorkPlus

Rise Above Class: April 11 - 21, 8:30 a.m. to 3:30 p.m. at WorkPlus

Certified Insurance Claims Specialist class: May 2 – June 24, Monday – Friday, 8:30 a.m. to 4:30 p.m.

Clark State – Brinkman Center – Downtown

Limited to 18 students

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Background check and drug screening required**