PROGRAM DESCRIPTION

This 20 week program will allow students to pursue entry-level customer service positions. Students will learn to become more proficient in all areas of customer service, including: Customer Communications, Office Organization and Computer Applications.

Course Components Include:
- Telephone Etiquette
- Working with Numbers
- Organization Skills,
- Researching Information
- Sensitivity to Customers
- Email Practices

TRACKS

Additionally, students will be able to continue their education in one of the following tracks: Medical Billing & Coding or Business Administration.

The Medical Billing and Coding track will give students the training to work in a medical environment such as hospitals, nursing homes and doctor’s offices.

The Business Administration track will develop the students understanding of business office procedures that will help to meet the challenges of the business community.

Tuition

- $6,000.00
- 500 Hours
- 25 Hours Per Week
- For 20 Weeks

Medical Billing Track

- Microsoft Office Introductory
- Medical Terminology
- Anatomy & Physiology
- Insurance
- Billing & Coding (ICD 10, CPT)
- Microsoft Office 2013

Business Administration Track

- Business Accounting
- Quickbooks
- Math of Finance
- Management Skills
- Microsoft Office 2013

For More Information, contact the Lackawanna College Training Institute | phone 570.504.1586 |