

Customer Service Online Certificate Program

*An Online Learning Program for CSEA-represented NYS Employees
Supervisory approval is not required for courses taken outside the normal workday.*

Application Period:

February 9, 2023 to
February 8, 2024

Courses must be completed by February 9, 2024.



Improve Your Customer Service Skills

Customer service skills are crucial to any agency that works with the public.

This online program will help you:

- Discover strategies to work effectively with both internal and external customers.
- Navigate the challenges of customer service.



Earn a Certificate, Gain a Competitive Edge

This program will help you identify strategies to work successfully with any 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 70% or higher passing score to earn a certificate. This program fulfills one of the four mandatory training requirements for the [Administrative Assistant Traineeship](#).



Register Now!

For technical support and questions,
call: (800) 253-4332 or email
OnlineLearningHelp@nyscseapartnership.org