

Financial Customer Services

PROGRAM DESCRIPTION:

Banking is a challenging career opportunity. Students begin by enrolling in the Financial Customer Services program. While on campus, students operate a student branch of iQ Credit Union that is open to the public. As enrollees progress through the program, they have the opportunity to complete internships in credit unions and banks throughout Clark County.

Successful students qualify for excellent part-time or full-time employment opportunities as early as their junior year!

Banks, credit unions and many other businesses hire people trained to provide excellent customer service. In fact, 75 percent of all jobs require customer service training and this program is an excellent way to acquire that training.

Students enrolling in the Financial Customer Services Program will learn:

- ◆ Professional development/leadership skills
- ◆ Employment preparation and career opportunities
- ◆ Cash handling skills
- ◆ Office equipment operation (calculator, computers, telephones, etc.)
- ◆ Banking services and products (checking, savings, loans, investments and a variety of services)
- ◆ Teller procedures
- ◆ Sales Skills
- ◆ Quality customer service training
- ◆ Problem solving and decision making
- ◆ Security and confidentiality
- ◆ Safety issues as related to Financial Customer Service

PROGRAM BENEFITS:

- ◆ 3 High School credits
- ◆ Competency Certificate
- ◆ Leadership opportunities
- ◆ Entry level job skills
- ◆ Preparation for next level of education
- ◆ Opportunity for scholarships
- ◆ Internship opportunity
- ◆ Successful completion of the program, with a grade of “B” or higher, may result in college credits

PREREQUISITES:

- ◆ Desire to work with people
- ◆ Participation in the Skills Center Orientation/Interview
- ◆ Career interest in customer service field
- ◆ Ability to be bonded (never convicted of a crime involving shoplifting, theft, fraud, forgery, etc)
- ◆ Good attendance
- ◆ Basic math (addition, subtraction, multiplication, division)
- ◆ Keyboarding skills
- ◆ Application process for second year students requires successful completion of the first year program and teacher recommendation

STUDENT COSTS:

Family medical insurance, medical coupons **or** student accident insurance is required. Student accident insurance is available through the Skills Center or sending school.

Professional attire needed for internships

CLASS TIME:

Sixty percent lab work-and on-the-job training; forty percent discussion, information presentation and guest speakers.

HOMEWORK:

Average of one-two hours per week

CAREER OPPORTUNITIES: Part-time or Full-time

- ◆ Teller at bank or credit union
- ◆ Financial organization or office clerk
- ◆ Customer service representative

CAREER OPPORTUNITIES: With Further Training

- ◆ Loan officer
- ◆ Branch manager
- ◆ Accountant
- ◆ Financial Planner
- ◆ Marketing, advertising, public relations or communications

WHO SHOULD ENROLL IN FINANCIAL CUSTOMER SERVICES?:

- ◆ Those interested in any business profession
- ◆ College-bound students who want good-paying part-time professional jobs
- ◆ Students who enjoy any business, marketing, or accounting class
- ◆ “People” people