

Management Technology AAS

Call Center Supervision – Concentration

Career & Technical Division

Program Description:

The increasing complexities of the business environment have created the need for individuals who possess a greater diversity of skills. Interpersonal, communication, analytical, decision-making, customer service, and computer skills are essential for success in business. Mountwest Community and Technical College's Management Technology program provides these skills and prepares students for entry-level positions in organizations with career paths that eventually lead to supervisory and management positions. The program also prepares employed individuals for upward mobility within their organization.

The flexibility of the Management Technology curriculum allows students to tailor a course of study to meet their own career goals and interests. The Call Center Management program is designed to train students who seek management positions in a call center or the teleservice industry. Students completing these courses will be proficient in all facets of communication and will tailor their communication skills to the call center environment.

This program provides students with a deeper knowledge of current contact center management topics, operations and practices. Courses focus on the analytical skills to determine the needs of the call center industry and problem-solving skills to apply management to meet those requirements. Emphasis is placed on communication, teamwork, ethics, and the skills for managing diversity within the contact center industry.

Upon completion of the Associate in Applied Science Degree in Management Technology, the graduate will be able to:

- Demonstrate fundamental supervisory skills
- Apply knowledge of business computer software to business activities
- Apply relevant mathematical skills to business activities
- Demonstrate a working knowledge of ethical, legal, and social skills that relate to the business environment
- Make decisions after gathering and analyzing information
- Prepare and present written and oral communication
- Demonstrate knowledge specific to the specialized option

Career Outlook:

According to the Bureau of Labor Statistics, West Virginia has the highest number of individuals per capita employed in the call center and teleservice industry in the United States. The need for qualified supervisors should continue to grow in the future.

Employment Opportunities:

Call Center Supervision Option: This option offers employees of call center and teleservice industries the skills and knowledge they will need to move into supervisory positions. The Call Center Supervisor Option in Management Technology is open to students who are already employed at a call center or teleservice industry and want to prepare for the opportunity for advancement.

Salary Forecast:

For the most current salary information please refer to the Bureau of Labor Statistics "Occupational Outlook Handbook" found at www.bls.gov/ooh/.

Admission Requirements:

The college adheres to an open admission policy which means applicants with a high school diploma or a GED are eligible for admission. Applicants with neither a high school diploma nor a GED may be admitted on a conditional basis. Students admitted to the program must be employed in a call center or teleservice industry by the start of the third semester.

Contact Information:

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Our mission is to prepare students for careers, civic responsibility and life-long learning.

Management Technology Major Code - CM10 • Call Center Supervision Concentration Code - CM17

Name:			ID Number 942-	
CAPS SCORES:	MATH:	ENGLISH:	READ:	DOE:
COL 101 Faculty:				
Educational Counselor:				
Faculty Advisor:				

COURSE REQUIRED

COURSE	REQUIREMENTS	SEM	HRS	GR	SUBSTITUTE/REPEAT CRS	SEM	CR
AC 103	Introduction to Accounting ¹ (EDGE)		3				
ENL 111	Written Communication ²		3				
IT 101	Fundamentals of Computers (EDGE)		3				
MAT 115	Business Mathematics ³		3				
MG 101	Introduction to Business ¹ (EDGE)		3				
COM 112 or COM 125	Oral Communication ¹ or Interpersonal Communication ¹		3				
MAT 210	Statistics for Business and Industry ⁴		3				
MG 105	Introduction to Workplace Training ¹		3				
MG 233	Personnel Management ⁵		3				
	Social Science Elective ⁶		3				
ENL 115 or ENL 231	Written Communication II ⁷ or Technical Report Writing ²		3				
MG 202	Business Organization & Management ⁵		3				
MG 205	Call Center Environment/Technology ⁸		3				
MG 207	Managing Call Center Data ⁹		3				
	Recommended Elective ¹⁰		3				
MG 203	Managing Call Center Teams ¹¹		3				
LAW 250	Employment Law ¹²		3				
MG 209	Occupational Safety ¹		3				
MG 299	Cooperative Work Experience ¹³		3				
	Recommended Elective ¹⁰		3				

DEVELOPMENTAL COURSES REQUIRED

COURSE	REQUIREMENTS	SEM	HRS	GR	SUBSTITUTE/REPEAT CRS	SEM	CR
	Hours required for graduation: 60						

Earn A Degree Graduate Early (EDGE):

This program provides students the opportunity to receive credit for their high school EDGE courses.

¹ AC 203, COM 112, COM 125, MG 101, MG 105, and MG 209 have a prerequisite of placement in 100-level Reading.

² ENL 111 and ENL 231 have a prerequisite of placement in 100-level English, and placement in 100-level Reading.

³ MAT 115 has a prerequisite of placement in 100-level math.

⁴ MAT 210 has a prerequisite of MAT 115, MAT 120, MAT 145, or MAT 150.

⁵ MG 202 and MG 233 have a prerequisite of MG 101.

⁶ Choose from EC, HIST, PSYC, SS 100-level or above.

⁷ ENL 115 has a prerequisite of ENL 111.

⁸ MG 205 has a prerequisite of IT 101.

⁹ MG 207 has a prerequisite of MAT 210.

¹⁰ Recommended Electives: AC 221, AC 222, FN 141, FN 151, IT 107, IT 115, IT 120, IT 150, ISM 133, LAW 101, AT 136, AT 160, AT 255 and other courses recommended by a program advisor.

¹¹ MG 203 has a prerequisite of MG 202 or SS 201.

¹² LAW 250 has a prerequisite of LAS 101, or LAW 101 and MG 233.

¹³ MG 299 has a prerequisite of permission by Division Director or Program Coordinator.

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