

# Call Center Supervision

## Associate in Applied Science in Management Technology

### 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.

### Salary Forecast:

	Huntington, WV (Median)	United States (Median)
Call Center Supervisor I (Inbound)	\$38,118	\$40,677
Call Center Supervisor II (Inbound)	\$47,371	\$50,662
Call Center Supervisor III (Inbound)	\$63,637	\$68,059
Call Center Supervisor I (Outbound)	\$33,345	\$35,797
Call Center Supervisor II (Outbound)	\$44,673	\$47,777
Call Center Supervisor III (Outbound)	\$66,764	\$71,403

### 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.

**Major Code - CM10 • Concentration Code - CM17**

<b>FIRST YEAR<sup>1</sup></b>			
<b>First Semester</b>		<b>Second Semester</b>	
AC 103	Introduction to Accounting (EDGE).....	COM 112	Oral Communication.....
ENL 111	Written Communication .....	MAT 210	Statistics for Business and Industry <sup>3</sup> .....
IT 101	Fundamentals of Computers (EDGE).....	MG 105	Introduction to Workplace Training .....
MAT 115	Business Mathematics <sup>2</sup> .....	MG 233	Personnel Management <sup>4</sup> .....
MG 101	Introduction to Business (EDGE).....	SS 201	Human Relations .....
<b>TOTAL CREDITS.....</b>		<b>TOTAL CREDITS.....</b>	
		<b>15</b>	
		<b>15</b>	
<b>SECOND YEAR</b>			
<b>Third Semester</b>		<b>Fourth Semester</b>	
ENL 231	Technical Report Writing <sup>6,7</sup> .....	MG 203	Managing Call Center Teams <sup>10</sup> .....
MG 202	Business Organization & Management <sup>4</sup> .....	LAS 250	Employment Law <sup>11</sup> .....
MG 205	Call Center Environment/Technology <sup>8</sup> .....	MG 209	Occupational Safety.....
MG 207	Managing Call Center Data <sup>9</sup> .....	MG 299	Cooperative Work Experience <sup>12</sup> .....
	Recommended Elective <sup>5</sup> .....		Recommended Elective <sup>5</sup> .....
<b>TOTAL CREDITS.....</b>		<b>TOTAL CREDITS.....</b>	
		<b>15</b>	
		<b>15</b>	
<b>HOURS REQUIRED FOR GRADUATION: 60</b>			

**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.

**Earn A Degree Graduate Early (EDGE):**

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

**Contact Information:**

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Phone: 304-696-3012 or 1-866-N-ROLLED (1-866-676-5533) • E-mail: brownr@mctc.edu

1. Students must be working for a Teleservice/Call Center organization by the start of the third semester of the Associate in Applied Science in Management Technology-Call Center Supervision.
2. A higher level mathematics class may be substituted for MAT 115.
3. MAT 210 has a prerequisite of MAT 115, MAT 145, or MAT 150.
4. MG 202 and MG 233 have a prerequisite of MG 101.
5. Recommended Electives: AC 221, AC 222, FN 141, FN 151, IT 107, IT 115, IT 120, IT 150, ISM 133, LAS 101, AAT 136, AAT 160, AAT 255 and other courses recommended by a program advisor.
6. ENL 231 has a prerequisite of ENL 111 or COM 111.
7. COM 235 may be substituted for ENL 231.
8. MG 205 has a prerequisite of IT 101.
9. MG 207 has a prerequisite of MAT 210.
10. MG 203 has a prerequisite of MG 202 or SS 201.
11. LAS 250 has a prerequisite of MG 233.
12. MG 299 has a prerequisite of permission by Division Director or Program Coordinator.