# Management Technology AAS

Academic Year 2022-2023

# 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:**
The Business Administration Option provides an avenue for immediate employment and for advancement to upper levels of management. Employers seek graduates for positions ranging from business manager and sales representative to production supervisor and project planner. Graduates of the program obtain positions in manufacturing, retailing, construction, financial institutions, government and a host of other fields.

**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-** |
| **Educational Counselor:** | |
| **Faculty Advisor:** | |

| COURSE | REQUIREMENTS | SEM | HRS | GR | SUBSTITUTE/REPEAT CRS | SEM | CR |
|---|---|---|---|---|---|---|---|
| AC 103 | Introduction to Accounting (EDGE) | | 3 | | | | |
| ENL 101 | Written Communication[1] | | 3 | | | | |
| IT 101 | Fundamentals of Computers | | 3 | | | | |
| MAT 120 | Applied Professional Math[2] | | 3 | | | | |
| MG 101 | Introduction to Business (EDGE) | | 3 | | | | |
| | | | 15 | | | | |
| COM 112 or COM 125 | Oral Communication or Interpersonal Communication | | 3 | | | | |
| MAT 110 | Statistics for Business and Industry | | 3 | | | | |
| MG 105 | Introduction to Workplace Training | | 3 | | | | |
| MG 233 | Personnel Management[3] | | 3 | | | | |
| | Social Science Elective[4] | | 3 | | | | |
| | | | 15 | | | | |
| ENL 102 or ENL 131 | Written Communication II[5] or Technical Report Writing[1] | | 3 | | | | |
| MG 202 | Business Organization & Management[3] | | 3 | | | | |
| MG 205 | Call Center Environment/Technology[6] | | 3 | | | | |
| MG 207 | Managing Call Center Data[7] | | 3 | | | | |
| | Recommended Elective[8] | | 3 | | | | |
| | | | 15 | | | | |
| MG 203 | Managing Call Center Teams[9] | | 3 | | | | |
| LAW 250 | Employment Law[10] | | 3 | | | | |
| MG 209 | Occupational Safety | | 3 | | | | |
| MG 299 | Cooperative Work Experience[11] | | 3 | | | | |
| | Recommended Elective[9] | | 3 | | | | |
| | | | 15 | | | | |
| | 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.

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1 ENL 101 and ENL 131 have a prerequisite of placement in 100-level English or a corequisite of ENL 095. Students must complete ENL 101 with a "C" or better.
2 MAT 120 has a prerequisite of placement in 100-level Math or a minimum ACT Math score of 19 or SAT Math score of 510.
3 MG 202 and MG 233 have a prerequisite of MG 101.
4 Choose from EC, HIST, PSYC, SOCI 100-level or above.
5 ENL 102 has a prerequisite of ENL 101.
6 MG 205 has a prerequisite of IT 101.
7 MG 207 has a prerequisite of MAT 110.
8 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.
9 MG 203 has a prerequisite of MG 202 or SS 201.
10 LAW 250 has a prerequisite of LAS 101, or LAW 101 and MG 233.
11 MG 299 has a prerequisite of permission by Division Director or Program Coordinator.
12 MAT 110 has a prerequisite of placement in 100-level Math or a Minimum ACT Math score of 20 or permission