



Customer Service and Sales Certified Specialist

Certification website: [NRF Foundation RISE Up | NRF Foundation](#)

Credential Summary

Students demonstrate customer service and sales skills, including understanding the customer life cycle, developing effective strategies to engage customers, assessing customer needs, and closing sales, in addition to crucial workplace skills that include problem-solving, working in teams, reading customer body language, and increasing customer satisfaction and retention.

Overview

- **Related Instructional Hours:** 14
 - Digital Badge
- **Exam details:** Customer Service & Sales Certified Specialist exam
- **Third party testing provider:** NRF Foundation
- **Exam cost:** \$55
- **Renewal details:** Certification does not require renewal

Job Opportunities

- **Relevant SOC codes**
 - Customer Service Representative 43-4051
- **Demand information**
 - Average flame ranking = 3.43/5
- **Average Wages**
 - \$40,930 (19.68 per hour)
(Average wages pulled as of October 2023)

Knowledge, Skills, and Competencies

- Learn About Company Products and/or Services
- Develop Selling Skills to Meet Customer Needs
- Educate Customers, Gain Commitment and Close the Sale
- Further Your Customer Service Skills
- Prepare For Selling

Post Secondary Relevance

- **Next level programs of study**
 - Business Management
 - Business Operations

Industry Support

- Center for Workforce Innovations
- Goodwill Industries
- South Bend Corporation Adult Education