



CUSTOMER SERVICE SPECIALIST (CSS) PROGRAM INSTRUCTOR

Instructors will teach four courses of Customer Service Specialist (CSS) Program: Customer Relationship Management, Personal and Home Care Aide, Professional Communication/Call Center, and Customer Service as a Career.

Essential Job Duties and Responsibilities:

- Teach CSS courses.
- Prepare lesson plans.
- Deliver lectures and facilitate projects on various topics of customer service.
- Assist students in the learning process.
- Evaluate and monitor students' progress.
- Keep necessary records to report satisfactory academic progress (SAP) to the Director of Education.
- Attend quarterly instructors' in-service meetings.
- Stay abreast with the novelties the teaching field by attending professional development activities outside of CSI.
- Organize and lead field trips for students at least once per quarter.
- Actively contribute to program improvement.
- Provide academic advising and support to students.

Required Knowledge, Skills, and Abilities:

- Knowledge of pedagogical methods of teaching.
- Knowledge of project-based learning (PBL).
- Native or near-native ability to speak English.
- Ability to use the following equipment and software packages with proficiency:
 - Microsoft Office Suite.

Education and Experience:

The position requires a BA degree in any Liberal Art field. The instructors must be certified in MOS for Word or Excel or Access or PowerPoint within the first 6 months of employment at CSI. Business background is a plus.

Hourly Pay: \$20/hr