

COLLISION REPAIR SEGMENT

Customer Service Certificate

Customer Service Representatives are consistently in-demand in the modern collision repair facility and represent a key role in most successful repair businesses. Individuals working in this position are often the greatest influencers of CSI and Net Promoter Scores. This certificate is ideal for those dealing with customers, repair orders and other front office issues that may arise. AMi's Automotive Collision Repair Customer Service Certificate is a great way to prepare yourself or your employees for this position. This 30 credit hour certificate requires 18 Core Competency credit hours and 12 Elective credit hours and is a career-step toward the 60 credit hour "Accredited Automotive Office Manager" (AAOM) Professional Designation.

Core Competencies taught online in this program:

- Time Management
- Effective Communications
- Three Steps to Successful Marketing – **By Frank Terlep**
- Customer Relations
- Phone Skills
- Selling Skills
- Social Media Management – **By Mark Claypool**
- Understanding Financial Statements – **By Mike Anderson**
- Job Costing – **By Mike Anderson**
- KPI Basics – **By Mike Anderson**
- Shop Profitability – **By Mike Anderson**
- Parts Management – **By Mike Anderson**
- Estimating Essentials
- Ethics
- Website & SEO – **By Mark Claypool**
- Email Security – **By Mark Claypool**

Over 200 elective courses are available to choose from and include topics such as:

- Negotiating Skills
- Conflict Resolution
- Improving CSI (3-part series) – **By Mike Anderson**
- Credit Card Processing & PCI Compliance
- Advanced Selling Skills
- Advanced Phone Skills
- Business Writing
- Much More

www.amionline.org