

Career Major:

Financial Customer Service Representative



Pathway:
Banking & Related Services

Cluster:
Finance

Career description:

Interacts with customers to provide information in response to inquiries about products or services and to handle and resolve complaints. Helps people decide what types of products or services would best suit their needs. May also make changes or updates to a customer's profile or account information. Keeps records of transactions and updates and maintains databases of information. A Customer Service Representative working in the branch office of a bank may assume the responsibilities of other workers, such as teller or new accountant clerk.

Courses:

- Business, Marketing and Information Technology Core
- Fundamentals of Administrative Technologies
- Banking & Financial Services
- Math of Finance
- Accounting I
- Finance Capstone

AVERAGE SALARY

\$25,930/year

Program Length:

720 hours

Who Can Attend:

High school students or adults

Schedules Available:

Morning class: 8:10-11:00 am

Afternoon class: 12:40-3:30 pm

FULL-TIME STUDENTS:

Attend both sessions.

Entrance Requirements:

If you are a high school student, please contact your high school counselor about enrollment. Prospective adult students should contact a Meridian career counselor for enrollment information.

Tuition:

Tuition is free for students enrolled in one of our district high schools. Students can attend during their junior and senior years or during their senior year and the year following graduation. Scholarships are available to qualified applicants who graduate from one of our district high schools if they enroll within two years of graduation. Adult tuition is based on the number of hours in the chosen career major. A Meridian career counselor will be able to provide more information.

College Credit:

College credit is available for this career. Please contact a Meridian career counselor for more information.

Licensure/Certification:

In addition to certification from Meridian, more information is available at: www.aba.com. Recommended Additional Certifications: Certified Bank Teller (CBT), Certified Personal Banker (CPB), Certified Lender Business Banker (CLBB), CFA Certification.