



CUSTOMER SERVICE

SLMS Code: P_CS25

An Online Learning Certificate Program

Open to CSEA-represented NYS Employees and Management/Confidential NYS Employees

Application Period: February 14, 2025 - February 12, 2026
Complete all courses by February 13, 2026.

Develop Essential Skills

- Identify techniques to communicate successfully with customers.
- Identify strategies to better handle demanding or difficult customers.
- Demonstrate your dedication to lifelong learning and professional development.
- Fulfill one of four mandatory training requirements for the state's **Administrative Assistant Traineeship**.

Earn a Certificate, Gain a Competitive Edge

- Supervisory approval is not required for courses taken outside your normal workday.
- Complete all **ten** required courses with a passing grade of 70% or more in each course to earn a certificate.



Register Now

www.nyscseapartnership.org

Take this certificate program any time during the one-year period.

For Technical Support and Questions

Call: (800) 253-4332 or

Email: OnlineLearningHelp@nyscseapartnership.org