

Launch your career in **Customer Support**



Manchester

Fast-track path to companies you love

Strong career-progression opportunities

Salary progression up to 30K after 2 years!

**Join a large and growing profession where
employers need people!**

The Course

Excited by speaking to new people and helping customers solve their challenges? Worried about how to stand out from the crowd when applying? Apply now to our customer support programme!

On the course you will:

- Learn the skills, mindsets and behaviours you need to speak to and support customers over phone, email, webchat and social media.
- Perfect your interview skills to **stand out from the crowd in a competitive job market.**
- Connect with employers eager to hire you.

The important bits

- Duration: 5 weeks
- Launch date: 22nd February 2021
- Time Commitment: 9am-5pm daily
- Location: Remote
- Cost: Free (Expenses covered where needed)*

*Universal credit benefits continue during participation in Generation courses

Who we are

Generation is a charity which offers outstanding free training courses and qualifications to young people like you.

Generation

The Role

- Resolve customer problems over the phone, webchat, or email, using a range of digital tools.
- Earn up to £23K as a starting salary

- Progress to a salary increase up to £25-30K in technical specialist, team-leader or side-steps into new departments such as marketing or HR.

Who's eligible?

- Available full-time for 5 weeks from 22nd February 2021.
- 18-29 years old.
- Living in Greater Manchester or Lancashire
- Motivated to begin a career in Customer Support.

Our Community

Joining a Generation programme isn't just about the coursework, it means joining our community of hundreds of alumni & students who work together to support each other's success.

Work alongside a class of 20-30 students, engaging in team tasks to get to know each other. |

Continue your relationship with the Generation community, through our alumni slack channels, volunteering opportunities and opportunities to get involved in PR & social.



What you'll learn

How to manage customer communications for your favourite brands and companies

Working with industry-standard communication management tools

Behaviour and mindset skills of great employees

How to stand out from the crowd with employers at interviews

How to apply

Click here

→ **Complete the questionnaire** → **Find out more at a taster day!** → **Meet us for a chat about the programme**

What happens after the course?

Free career coaching 6 months post-program

Free online soft-skills courses to prepare you for your applications

Join a network of 1000+ Generation alumni who want to see you succeed!

Graduate Generation

With all the skills you need to stand-out in your application to these high-demand roles

Get hired!

In a customer support role with a starting salary between £15.7 - 23K

Moving on up!

After two years, you can progress to team leader specialist roles **earning up to £30K.**

New opportunities

Customer Support employees often side-step into new departments, such as HR or marketing - With a new set of learning and progression opportunities!



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