



# Maricopa County Human Services Department

## News Release

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## FOR IMMEDIATE RELEASE

### **Skill Assessments Help Qualify Candidates**

One of many skill assessments offered to customers of the Maricopa Workforce Connections (MWC) Career Center in Gilbert is the National Professional Certification in Customer Service (NRF). The NRF, originally designed for customer service positions, can be a very impressive qualification for many other positions.

Although this certification is offered through the National Retail Federation, only two of the fourteen competencies actually pertain directly to retail sales. Some of the remaining competencies address such transferable skills as leadership, problem-solving, teamwork, technology expertise, ability to plan and organize, and decision-making skills. The National Professional Certification in Customer Service is valid for three years.

Employers considering hiring an individual with the National Professional Certification in Customer Service can be assured that the candidate displays sound judgment in handling the various situations that arise in the course of a workday.

Other testing that demonstrates expertise in various computer technology applications includes the Office Proficiency Assessment and Certification (OPAC). OPAC tests data entry speed and accuracy, 10-key, as well as Excel, PowerPoint and Word proficiency. Assessment can also cover medical terminology, legal terminology, basic banking functions, alpha/numeric filing systems and proofreading.

NRF testing is available for job seekers who are enrolled in the Workforce Investment Act (WIA) program. For further information, please visit the MWC Career Center located in Gilbert, at 735 N. Gilbert Road (SE corner of Guadalupe and Gilbert Roads) (480) 497-0350.

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