BULLETIN 2020-100 August 17, 2020

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| U.S. Department of Labor  Employment and Training Administration, Office of  Apprenticeship (OA)  Washington, D.C. 20210 | Distribution:  A-541 Hdqtrs  A-544 All Field Tech  A-547 SD+RD+SAA+; Lab.Com | Subject: New Apprenticeable Occupation: Customer Service Representative  Code: 200.1 |
| Symbols: DRAP/KAJ | Action: Immediate |
| **PURPOSE:** To inform the staff of OA, State Apprenticeship Agencies (SAA), Registered Apprenticeship program sponsors, and other Registered Apprenticeship partners of the following new apprenticeable occupation:    Customer Service Representative  O\*NET-SOC Code: 43-4051.00  RAPIDS Code: 3001CB  Type of Training: Competency-based  **BACKGROUND:** The occupation Customer Service Representative was submitted by  Ms. Christina Arnone, Senior Program Manager HR, on behalf of T-Mobile Corporation, for an apprenticeability determination. The OA Administrator approved this occupation on  July 23, 2020.  Customer Service Representative performs the duties of:   * Answers customers questions about products, services and suggesting information about other products and services; * Maintains customer records by updating account information; and * Resolves product, billing and payment related issues with the customer.   Customer Service Representative will be added to the List of Occupations Recognized as Apprenticeable by OA when the list is reissued. A suggested Work Process Schedule and Related Instruction Outline are attached.  **ACTION:** OA staff should familiarize themselves with this bulletin and the attached Work Process Schedule and Related Instruction Outline, as a source for developing apprenticeship standards and/or providing technical assistance.  If you have any questions, please, contact Kirk Jefferson, Program Analyst at, 202-693-3399.  **NOTE:** This bulletin is being sent via electronic mail.  Attachment | | |