

Chapter Benefits

- ❖ **Monthly educational meetings with customer service experts presenting topics of interest to those in any customer contact position**
- ❖ **Meetings are held at company locations represented by our members throughout metro area**
- ❖ **Annual events to recognize and reward front-line customer service representatives**
- ❖ **Annual Quality Summit to share best practices, current trends and gain new industry insights**
- ❖ **Individual membership only. Discounted membership available for multiple employees from the same company**
- ❖ **Annual membership fee is \$100; Guests may attend one meeting for no charge; additional meetings \$15**
- ❖ **Monthly newsletters and website to keep you informed**
- ❖ **LinkedIn and Twitter discussion forums for social networking**



About ICSA...

ICSA is a non-profit association led by customer service professionals for customer service professionals. These are people who have walked in your shoes and understand your challenges and motivation.

Organized in 1981 by a group of 59 customer service management professionals, today's ICSA has come a long way!

ICSA Colorado offers a full range of programs that provide members with a forum for sharing knowledge and experience, searching for solutions and networking with other industry professionals.

ICSA Colorado exists to:

- **Organize meetings and events addressing the educational needs of customer service professionals**
- **Provide members with a forum for information-sharing and networking with other industry professionals**
- **Support and promote personal and professional growth and development of customer service professionals through rewards and recognition**
- **Develop opportunities to interact with other customer service professionals to discuss current issues and challenges**
- **Preview the latest in training and coaching techniques**
- **Learn from other experienced managers and leaders in customer contact positions across varied industries**

**Get to know your ICSA
Colorado member
organizations**

Individual members represent:

MillerCoors Brewing Company
Customer Care Institute
SUPERVALU
Hunter Douglas
GreatWest Healthcare
National MS Society
The Warranty Group
Aerotek
Denver Water
Bellco Credit Union
WildBlue Communications
Nestle
Better Business Bureau
Group Voyagers
Regional Transportation District (RTD)

And more...



**Join ICSA Colorado
Your local chapter of the
International Customer Service
Association**



**For Information and Membership
Application contact:**

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Or
Sharon Campbell
ICS Colorado – President
The Warranty Group
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Or, visit our website at
www.icsacolorado.org
You can apply and pay online



**An Organization for
Customer Service
Professionals**

**Our Mission is to advance,
strengthen, and promote the
industry of professional
customer service. We are
committed to assist individuals
and organizations with personal
and professional growth and
development, rewards and
recognition and to link service
professionals world-wide.**