T&D Customer Service Representative

Supplemental Questionnaire

A response to each question is required. If additional space is needed, please use a separate piece of paper. Please submit this supplemental questionnaire with your completed employment application by **Friday, April 12th** at **5:00PM**. Failure to submit a completed supplemental questionnaire will disqualify you from the selection process.

1. Why are you interested in this position?

2. Please describe in detail how your qualifications (education, work experience, skills, abilities) make you a good candidate for this position.

3. Please describe your customer service experience.
    a. What type of business did you work for?
    b. What was your responsibility in regard to customer service?

4. What do you find the most challenging about the customer service profession?

5. Describe your experience working in an environment balancing multiple tasks with frequent, if not constant, interruptions under the pressure to resolve customer concerns or complaints.

6. How would you describe your multitasking skills? Provide a specific example that best illustrates your multitasking skills.

7. What have you done in your current role to advance and/or prepare you for this position?

8. Are there any other comments you would like to make for consideration?

9. You have had a chance to read the job description for this position. This position provides administrative support and customer service to a large portion of District operations. This is a sedentary position that frequently talks on the phone, continuously interacts with internal and external customers, and works at a computer for up to eight (8) hours or more per day. This position works Monday through Friday from 8:00am to 4:30pm and works overtime when needed and without notice. Is there anything that would prevent you from performing any of these essential functions?