

EAST BAY REGIONAL PARK DISTRICT

SERVICE MANAGER

Supplemental Questionnaire

The purpose of this supplemental questionnaire is to allow you to elaborate on your qualifications in specific job-related areas. Your responses should be specific, clear and concise. Please limit your responses to the eight items below to a total of four pages. When describing your experience, first indicate the job where you gained the experience. The information provided on the job announcement will guide you in making responses that are relevant to the Service Manager Position. Attach the supplemental pages, along with these instructions, to your Application Form and submit these materials as your completed application packet.

1. Summarize your supervisory experience. Then, describe two specific examples from your experience which best illustrates your ability to supervise the work of others. Include the nature of the work, the number of people you supervised, their job titles, and your specific role.
2. Provide one example of your customer relations skills, particularly in dealing with a customer who is experiencing trouble with their vehicle or equipment.
3. Describe in detail the level of expertise you have in the repair and maintenance of vehicles and equipment. Include examples of the specific type of vehicles and equipment you have worked on and the level of maintenance and/or repair, e.g., transmission repair, engine overhaul, front loader maintained, etc.
4. Describe your experience upfitting new vehicles such as police cars, fire apparatus, maintenance service trucks, and other equipment.
5. Describe the methods or techniques you use to ensure a repair shop is a safe, green working environment.
6. Describe any experience you have conducting hiring, performance appraisals and disciplinary actions.
7. Describe your computer skills; list specific software applications you have used and your level of familiarity with each application (beginning, intermediate, advanced); include any experience you have had with fleet vehicle maintenance programs.
8. Apart from what you have covered above, please describe any additional skills, certificates, and/or abilities you possess that are applicable to this position.

Please remember that you are strictly limited to a 4 page maximum for your responses. Please sign each page, certifying that the responses are true and correct to the best of your knowledge. Any misrepresentation of information may cause you to forfeit all rights to employment with the East Bay Regional Park District.

Signature _____