

SENIOR OFFICE SPECIALIST SUPPLEMENTAL QUESTIONNAIRE - 2012

APPLICANT NAME _____

The purpose of the Supplemental Statement is for you to identify, and expand on your qualifications in specific job related areas. It is important that BOTH sections of this form are completed thoroughly and concisely. You are welcome to attach a resume, but not in substitution for any part of this Supplemental Statement. Missing or incomplete information may result in our inability to determine your qualifications.

SECTION I

Please indicate your level of experience (none, beginner, intermediate, or advanced), for each of the following **2007 or 2010** Microsoft Office Suite software programs:

_____	Word
_____	Excel
_____	Access
_____	PowerPoint
_____	Outlook
_____	Internet
_____	Other Database _____
_____	Other Software _____
_____	Other System _____

SECTION II

You are limited to three (3) letter-size (8½" x 11") pages to respond to the following requests for information about your work-related experience. When describing your experience, first indicate the job you gained the experience by referring to #11 of the application form and identify that job by letter (a, b, c, etc.).

1. Provide an overview of your work experience with in-person and on-the-phone customer service. Include at least one example where you delivered excellent customer service.
2. Describe your work experience working in a call center and/or a front-desk position with heavy phones. What were your roles and responsibilities? What challenges did you face in this role and how did you overcome them?
3. Describe your work experience in any of these areas: human resources, contracts, CEQA processing, and site reservations and program registrations.
4. Describe your work experience and skills assisting customers from diverse, multi-cultural backgrounds and/or working with specific demographic populations such as persons with disabilities and seniors.
5. Describe your work experience with cash handling and credit card processing. Describe your duties, including the type of accounting required (i.e. balancing cash register, detailing revenue/expenses, etc.); equipment used (i.e. electronic cash register, point of sale machine, credit card terminal, etc.); estimate of daily cash flow; and related reports made.
6. Describe your work experience with data entry, specifically entering information into a database. If any of this data entry was performed via information received by telephone, please indicate.
7. Please list additional work-related experience, knowledge, skills, and/or abilities as applicable to this position, including any experience related to clerical and/or administrative support for the human resources training function.

I certify that the information I have provided is true and correct to the best of my knowledge. I understand that misrepresentation of information may cause me to forfeit all rights to employment with the East Bay Regional Park District.

Signature _____