



# CAREER PROFILE APPLICATION FORM

## Municipality of Chatham-Kent

### Internal/External Job Posting Customer Account Representative

(Closing at 4:30 p.m. on Friday, July 23, 2010)

Please attach this application form to the front of your resume. (Please do not include a cover letter).

**PLEASE PRINT:**

<b>Name:</b>	(last name)			(first name or name known by)		
<b>Address:</b>	<b>911 Street Address</b>					
	<b>Apartment/Unit #</b>		<b>PO Box</b>		<b>Rural Route</b>	
	<b>City/Town</b>				<b>Postal Code</b>	
<b>Telephone:</b>	<b>Home</b>			<b>Cell</b>		
	<b>Work</b>					
<b>Email address:</b>						

Please see the bottom of the last page for instructions on completing this Career Profile and your resume

<b>Education:</b> This position requires a post-secondary diploma in a Business Administration program		
Do you possess a college diploma (or university degree)? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please include name of program below		
If no, do you possess a high school diploma? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Have you taken any customer service and/or public relations courses? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please include name of courses below		
<b>Related Experience:</b>		
Do you have previous customer service experience? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please check the type of experience below:		<b># Years:</b>
Greeting customers? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Providing service information? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Receiving payments? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Handling complaints? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If you checked yes above, please briefly describe in the box below your customer service experience, including <u>where</u> and <u>when</u> you obtained your experience (please include further information in your resume):		

Do you have previous call centre experience? Yes <input type="checkbox"/> No <input type="checkbox"/>		
<b>If yes</b> , please check the type of experience below:	# Years:	
Answering the telephone? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Screening and directing calls? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Taking and relaying messages? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Providing information to callers? Yes <input type="checkbox"/> No <input type="checkbox"/>		
<b>If you checked yes above</b> , please briefly describe in the box below your call centre experience, including <u>where</u> and <u>when</u> you obtained your experience (please include further information in your resume):		
Do you have previous general office administration experience? Yes <input type="checkbox"/> No <input type="checkbox"/>		
<b>If yes</b> , how many years of experience:		
<b>If you checked yes above</b> , please briefly describe in the box below your administrative experience, including <u>where</u> and <u>when</u> you obtained your experience and the type of experience you possess (i.e. file management, photocopying, preparing correspondence, handling incoming/outgoing mail, etc.):		
Do you have previous experience recording details of customer inquiries, comments and complaints? Yes <input type="checkbox"/> No <input type="checkbox"/>		
<b>If yes</b> , how many years of experience:		
<b>If you checked yes above</b> , please briefly describe in the box below your experience, including <u>where</u> and <u>when</u> you obtained your experience:		
Do you have previous accounting experience, including billing and collections? Yes <input type="checkbox"/> No <input type="checkbox"/>		
<b>If yes</b> , how many years of experience:		
<b>If you checked yes above</b> , please briefly describe in the box below your experience, including <u>where</u> and <u>when</u> you obtained your experience:		

**Other experience:**

Do you possess experience in the following areas:	# Years:
Processing information (compiling, coding, categorizing, calculating, tabulating, auditing and/or verifying information or data? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Handling cash in an office environment? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Working within a computerized environment? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Working within a unionized environment? Yes <input type="checkbox"/> No <input type="checkbox"/>	

If you have other related experience, please include a summary below, and include where and when you obtained this experience:

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**Computer Skills:**

What level of experience do you have with Microsoft Word? Novice  Intermediate  Advanced

What level of experience do you have with Microsoft Excel? Novice  Intermediate  Advanced

Are you legally entitled to work in Canada? Yes  No

I certify that the information contained in this application is true and complete, to my knowledge. I understand that a false statement may disqualify me from my employment or cause my dismissal. Yes  No

<b>Completed by: (print name)</b>	
<b>Date completed:</b>	

Applicant information is collected under the authority of the Municipal Freedom of Information and Privacy legislation and will be used strictly for the purpose of candidate selection. The Municipality of Chatham-Kent is an equal opportunity employer. We thank all candidates in advance; however, only those candidates selected for an interview will be contacted.

**Instructions for completing this Career Profile and preparing your resume:**

- This Career Profile is in a MS Word or Adobe format; if you do not have the MS Word software program, please use the Adobe version (complete by hand)
- Please do not include additional information in the Career Profile unless the profile asks for more details
- Please answer 'yes' or 'no' to each question; please do not select both yes and no, or leave both blank
- Include detailed information in your resume for the questions where you answered 'yes'
- Include your current and past employer's names, and under each employer include your job titles, dates you were in each position, and details of your experience for each position relevant to this job position
- When a question asks for the number of years of experience, please only include a number; please do not include +, >, or < signs, or enter an approximate number of years
- Please do not include copies of transcripts, licenses, certificates, etc.