



**Career Profile Application Form  
Municipality of Chatham-Kent**

**Customer Service Representative  
Job # CUST 14-2**

(Closing at 4:30 p.m. on Wednesday, April 16, 2014)

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.** Where boxes have been provided to insert your related experience, please include details of all your related experience to match the years of experience you have included, along with when and where you obtained the experience. Your resume should complement your career profile, but not replace the profile (your resume should contain the same information).

<b>Education:</b>		
Do you possess a college certificate or diploma (or university degree)? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please include name of post-secondary program or courses below:		
If no, have you taken any related courses? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please include name of program below		
<b>Languages:</b>		
Are you proficient in English (both oral and written)? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Are you proficient in French (both oral and written)? Yes <input type="checkbox"/> No <input type="checkbox"/>		
<b>Related Experience</b>		
Do you possess experience working in a Customer Service position? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please check below the type(s) of experience you possess:		<b># Years Exp</b>
Municipal customer service experience? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Non-municipal customer service experience? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, do you possess the following customer service experience providing services 'in person':		<b># Years Exp</b>
First contact for the company or department? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Researching information for customer inquiry? Yes <input type="checkbox"/> No <input type="checkbox"/>		

**Customer Service Representative** (temporary full-time)  
Job # CUST 14-2

Dealing with angry/upset customers? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Multi-tasking (i.e. phones and counter at the same time)? Yes <input type="checkbox"/> No <input type="checkbox"/>			
<b>Please describe in detail in the box below your related customer service experience</b> , and include <u>when</u> and <u>where</u> you obtained the experience (names of employers, job titles, dates in positions, your experience based on this question and the job ad). Note: this box will expand to 2000 characters.			
<b>If yes, do you possess experience providing customer service by 'telephone':</b>			<b># Years Exp</b>
Experience working in a call centre environment? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Prompting, researching, and providing services by telephone? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Logging issues/service requests into databases? Yes <input type="checkbox"/> No <input type="checkbox"/>			
<b>Please describe in detail in the box below your related experience</b> , and include <u>when</u> and <u>where</u> you obtained the experience (names of employers, job titles, dates in positions, your experience based on this question and the job ad). Note: this box will expand to 2000 characters..			
Do you possess experience handling sales transactions? Yes <input type="checkbox"/> No <input type="checkbox"/>			
<b>If yes, how many years of experience:</b>			
<b>Please describe in detail in the box below your related experience</b> , and include <u>when</u> and <u>where</u> you obtained the experience (names of employers, job titles, dates in positions, your experience based on this question and the job ad). Note: this box will expand to 2000 characters.			
Do you possess experience processing payments and balancing cash? Yes <input type="checkbox"/> No <input type="checkbox"/>			
<b>If yes, how many years of experience:</b>			
<b>Please describe in detail in the box below your related experience</b> , and include <u>when</u> and <u>where</u> you obtained the experience (names of employers, job titles, dates in positions, your experience based on this question and the job ad). Note: this box will expand to 2000 characters.			
Do you possess experience managing/operating large databases? Yes <input type="checkbox"/> No <input type="checkbox"/>			
<b>If yes, how many years of experience:</b>			
<b>Please describe in detail in the box below your related experience</b> , and include <u>when</u> and <u>where</u> you obtained the experience (names of employers, job titles, dates in positions, your experience based on this question and the job ad). Note: this box will expand to 2000 characters.			
Do you possess experience processing various licenses, registrations and/or permits? Yes <input type="checkbox"/> No <input type="checkbox"/>			
<b>If yes, how many years of experience:</b>			
<b>Please describe in detail in the box below your related experience</b> , and include <u>when</u> and <u>where</u> you obtained the experience (names of employers, job titles, dates in positions, your experience based on this question and the job ad). Note: this box will expand to 2000 characters.			

Do you possess experience processing special event applications? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, how many years of experience:	
Please describe in detail in the box below your related experience, and include when and where you obtained the experience (names of employers, job titles, dates in positions, your experience based on this question and the job ad). Note: this box will expand to 2000 characters.	
Do you have general administrative/office experience? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, how many years of experience:	
Please describe in detail in the box below your related experience, and include when and where you obtained the experience (names of employers, job titles, dates in positions, your experience based on this question and the job ad). Note: this box will expand to 2000 characters.	
Do you have a sound knowledge/general understanding of municipal government structure, programs, publications, and general understanding of municipal government operations? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Please describe in detail in the box below your related experience, and include when and where you obtained the experience (names of employers, job titles, dates in positions, your experience based on this question and the job ad). Note: this box will expand to 2000 characters.	
Do you have knowledge of/experience with complaint and conflict resolution techniques? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Please describe in detail in the box below your related experience, and include when and where you obtained the experience (names of employers, job titles, dates in positions, your experience based on this question and the job ad). Note: this box will expand to 2000 characters.	
Is there any other related experience you would like to tell us about? If yes, please describe in the box below, including when and where you obtained this experience. Note: the box will expand to 2000 characters.	
<b>Computer Skills:</b>	
What is your level of experience in the following Microsoft programs:	
Microsoft Word	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None
Microsoft Excel	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None
Microsoft PowerPoint	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None
Microsoft Outlook (email)	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None

What is your level of experience in the following software:

Magenta	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None
COIN	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None
FMW (financial program)	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None
Hansen	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None
NorthStar	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None
Cashiering system	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None
Class	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None
J.D. Edwards or CMiC financials	<input type="checkbox"/> Advanced <input type="checkbox"/> Intermediate <input type="checkbox"/> Novice <input type="checkbox"/> None

**License requirement:**

Because this position may be required to travel, a valid Province of Ontario driver's license with a reliable motor vehicle is preferred.

Do you possess a valid Ontario driver's license? Yes ☐ No ☐

**Essential physical and/or safety requirements:**

- Sitting: constant sitting in a chair (sitting at desk most of the workday; occasionally required to drive to another office for meetings, training, municipal centres)
- Reaching: frequent handling; constant reaching below shoulder, forward (phones, print of sale machines, receipts, correspondence with customers at counter, etc.)
- Hands: constant fine finger dexterity (movement), mousing (point of sale machines, phones, copier, printer, fax, data entry, calculations, writing, filing, stamping, etc.)

Are you able to complete the above essential physical requirements? Yes ☐ No ☐

**Other physical and/or safety requirements:**

- Bending: infrequent stooping (photocopier, printer, maintenance, etc.)
- Walking: occasional walking on level surface (within office, various departments, mail, vault, etc.)
- Sitting: infrequent sitting in vehicle seat (sitting at desk most of the workday; occasionally required to drive to another office for meetings, training, municipal centres)
- Lifting: infrequent lifting floor to waist, waist to shoulder, at shoulder, above shoulder, carrying, transferring, pulling at or above shoulder, pulling below shoulder (up to 4.05 kgs or 10 lbs) (office supplies, recycling boxes, paper bundles, files, small delivers at counter, cash drawers for vault, filing)
- Standing: occasional standing inside (office duties including photocopier, counter, etc.)
- Hands: occasional gripping (point of sale machines, phones, copier, printer, fax, data entry, calculations, writing, filing, stamping, etc.)
- Climbing: infrequent climbing stairs (some locations required to climb stairs periodically)

Are you able to complete the above other physical requirements? Yes ☐ No ☐

**Other requirements:**

**Do you understand that all employees** will be required to complete Health & Safety and other on-line mandatory training before their first day of employment, and that other training (including Health & Safety policies) may be required upon the start of employment? Yes ☐ No ☐

Because of the environment this position will be working in, the successful candidate will be required to furnish an original Police Information Search (criminal reference check) prior to commencement of employment.

Are you legally entitled to work in Canada? Yes ☐ No ☐

**REQUIRED: (must be completed)**

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 ☐

**Completed by: (print name)**

**Date completed:**

**Customer Service Representative** (temporary full-time)  
Job # CUST 14-2

The Municipality of Chatham-Kent is an equal opportunity employer, committed to fair and accessible employment practices that attract and retain talented employees. Should you require accommodations during the recruitment process, please contact Human Resources & Organizational Development (HROD) at 519-360-1998 or [ckhr@chatham-kent.ca](mailto:ckhr@chatham-kent.ca). 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. 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 available in MS Word 2010 or Adobe format; if you are not able to use the MS Word document, please use the Adobe version (complete by hand)
- Please answer 'yes' or 'no' to each question; please do not select both yes and no, or leave both blank
- Where we have provided a box for you to include information about your related experience, **please do not insert 'see resume'**; we ask that you **include all the details of your related experience**, including when and where you obtained the experience, job titles, etc. (the same detailed information found in your career profile should be found in your resume)
- In your **resume** 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; please include information that you have inserted in the career profile
- Please do not include a cover letter or copies of transcripts, licenses, certificates, etc.
- If submitting electronically in a Word format, please submit your Career Profile and resume in separate documents

**NOTE:** The boxes where you are asked to include your experience will expand up to 2000 characters. For information on what we look for in a resume, please see [Applying & Interview Tips](#) under **Municipal Jobs** at [www.chatham-kent.ca](http://www.chatham-kent.ca).

[www.chatham-kent.ca](http://www.chatham-kent.ca)