

To be considered, this completed questionnaire and your current application must be on file or received in Nebraska State Personnel, wrk4neb@notes.state.ne.us, 301 Centennial Mall South, P.O. Box 94905, Lincoln, NE 68509-4905 or postmarked by **August 15, 2007**

**Customer Service Team Leader**

#12-81015

**STATE TREASURER**

**Supplemental Questionnaire**

**NAME:** \_\_\_\_\_

**SOCIAL SECURITY NUMBER:** \_\_\_\_\_

**INSTRUCTIONS:** This supplemental application is meant to help you provide additional information about your experience and abilities. It is your opportunity to expand on what you know and can do in relation to the Customer Service Team Leader position. Be sure to include paid experience, formal training and/or education, volunteer experience, internships, and/or practicum experience. For each question, circle the letter that best describes your experience, coursework/training, or willingness. Indicate where you obtained or applied the experience or coursework in the "Place" section and the "Explain" section allows you to elaborate on this experience, coursework/training, or willingness. Add extra paper if needed but your name and Social Security number should be on each sheet you submit.

*The "Place" and "Explain" sections **MUST** be completed for your questionnaire to be considered.*

No item on this form is intended to have you provide information that would indicate your race, color, ethnic group, national origin, religion, sex, age, marital status, political persuasion, or any physical or mental disability. Applicants who need accommodation in the selection process should request this in advance. The words "ability" and "experience" in this questionnaire refer in all cases to ability or experience with or without reasonable accommodation for disabilities recognized under the Americans with Disabilities Act (ADA) of 1990.

Be sure that any information you give can be documented on your application or resume and you are prepared to discuss and elaborate upon the information in this supplemental application in the event that you are selected for an interview. Your employment application will not be complete without submission of this supplemental questionnaire. Omitting information or submitting false information in this Supplemental Questionnaire and the Application for Employment will be sufficient reason for rejection of the application or termination of employment.

**E-mail Address:** \_\_\_\_\_

**Please circle the letter that most appropriately describes your level of experience, education, or willingness.**

**1. Working in customer service.**

- A. No Experience
- B. Less than one year of experience
- C. 1 to 2 years of experience performing this task on a regular basis
- D. More than 2 years of experience performing this task on a regular basis

**Place:**

**Explain:**

**2. Working in a call center.**

- A. No Experience
- B. Less than one year of experience
- C. 1 to 2 years of experience performing this task on a regular basis
- D. More than 2 years of experience performing this task on a regular basis

**Place:**

**Explain:**

**3. Supervising and working with a small group.**

- A. No Experience
- B. Less than one year of experience
- C. 1 to 2 years of experience performing this task on a regular basis
- D. More than 2 years of experience performing this task on a regular basis

**Place:**

**Explain:**

**4. Answering customer service phone calls on a daily basis.**

- A. No Experience
- B. Less than one year of experience
- C. 1 to 2 years of experience performing this task on a regular basis
- D. More than 2 years of experience performing this task on a regular basis

**Place:**

**Explain:**

**5. Documenting phone calls and detailing what was said.**

- A. No Experience
- B. Less than one year of experience
- C. 1 to 2 years of experience performing this task on a regular basis
- D. More than 2 years of experience performing this task on a regular basis

**Place:**

**Explain:**

**6. Conducting follow-up research on calls.**

- A. No Experience
- B. Less than one year of experience
- C. 1 to 2 years of experience performing this task on a regular basis
- D. More than 2 years of experience performing this task on a regular basis

**Place:**

**Explain:**

7. **Using a computer with email and word processing and spreadsheet software (Under "Explain" please describe your proficiency level and the functions you have used in these software programs. Be sure to mention if you used a PC with Outlook, Word, or Excel).**

- A. No Experience
- B. Less than one year of experience
- C. 1 to 2 years of experience performing this task on a regular basis
- D. More than 2 years of experience performing this task on a regular basis

**Place:**

**Explain:**

8. **Working with web based applications to gain information to assist customers.**

- A. No Experience
- B. Less than one year of experience
- C. 1 to 2 years of experience performing this task on a regular basis
- D. More than 2 years of experience performing this task on a regular basis

**Place:**

**Explain:**

9. **Working with contact management software to look up and retrieve information.**

- A. No Experience
- B. Less than one year of experience
- C. 1 to 2 years of experience performing this task on a regular basis
- D. More than 2 years of experience performing this task on a regular basis

**Place:**

**Explain:**

10. **Working with internal customers, vendors and other State Agencies on a daily basis.**

- A. No Experience
- B. Less than one year of experience
- C. 1 to 2 years of experience performing this task on a regular basis
- D. More than 2 years of experience performing this task on a regular basis

**Place:**

**Explain:**

11. **Have good attendance, be punctual and dependable, wear business attire, and be professional.**

- A. Not willing (Explain how else you intend to meet these requirements of the job)
- B. Willing to do this if required
- C. Always willing and happy to do this

**Explain:**