

To be considered, your current application and this completed questionnaire must be on file, received, or postmarked by **February 9, 2010**.

(This form is not intended to scare you off or discourage you from applying. Just use it to show what you can do.)

Memorial Services Coordinator

(Staff Assistant II)

#28-37102

VETERANS' AFFAIRS

Name: _____

Social Security Number: _____

INSTRUCTIONS

This questionnaire is meant to help you provide additional information about your background. It is your chance to tell us what you know and can do in relation to this job. You will be evaluated on your experience and training. The evaluation is based on your responses to the items below. Be sure to include personal life and volunteer experience as well as paid experience and formal training. Please be as accurate as you can. False information may lead to dismissal. **You do not need to have all the training and experience that is listed on this form to be considered for this position, but you do need to show what you have.** Read through the whole form before you start to fill it out. Applicants who need accommodation in the selection process should request this in advance.

Check or write out the appropriate answers for yourself on the Checklist. **Training** refers to formal coursework you have had, and may include workshops, seminars, scheduled in-service training, or one-day courses, as well as college, university, or technical school courses. **Experience** may be paid work experience, volunteer work experience, or personal life experience. 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. **Years** or other units of experience refer to full-time, 40 hour work weeks or the equivalent in work hours. A year of full-time experience is equivalent to 2,080 work hours. 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 each answer you give or check is documented on your application form. If you have already submitted your application, write the additional information and your name and social security number on a sheet of paper, and turn it in to be used as part of your application form. **Please call (402) 471-4463 if you have any questions about this questionnaire or on adding information to your application.**

Your application for this position will not be considered complete until this Checklist is returned to:

Nebraska State Personnel
state.jobs@nebraska.gov
301 Centennial Mall South
P.O. Box 94905
Lincoln, NE 68509-4905

I. The person chosen for this position must have been a resident of Nebraska for the consecutive five years immediately prior to the appointment and have been discharged or otherwise separated with a characterization of honorable after serving on active duty in the U.S. Armed Forces during one of the recognized times of conflict listed below. **Please check every blank that applies to you:**

A. I am not a veteran and have never served in the Armed Forces.

B. I have served in the U.S. Armed Forces.

C. I have served on active duty in the U.S. Armed Forces and was discharged or otherwise separated with a characterization of honorable.

a. Date(s) of entry into active military service: _____

b. Date(s) of separation: _____

c. Date of retirement: _____

d. Home of record at the time of entry into active military service (taken from discharge papers): _____

D. I am a veteran who has served on active duty during at least part of the following time period(s):

a. World War II--December 7, 1941, to December 31, 1946.

b. Korean Conflict--June 25, 1950, to January 31, 1955.

c. Vietnam Era--August 5, 1964, to May 7, 1975 or in the Republic of Vietnam, February 8, 1961, to May 7, 1975.

d. Lebanon--August 25, 1982, to February 26, 1984. (Grenada -- October 23, 1983, to November 23, 1983.)

e. Panama--December 20, 1989, to January 31, 1990.

f. Persian Gulf--August 2, 1990, to _____.

g. Global War on Terror--September 14, 2001, to Present.

E. I am a resident of Nebraska and have been for all of the previous five years.

F. I am not a resident of Nebraska. OR I have not been a resident at some point during the past five years.

IF YOU HAVE CHECKED A OR F, ABOVE--OR HAVE NOT CHECKED C, D, AND E--YOU WILL **NOT** QUALIFY FOR THIS POSITION AND YOU DO **NOT** NEED TO FILL OUT THE REST OF THIS QUESTIONNAIRE.

II. The Memorial Services Coordinator must be able to interact and communicate with veterans, grieving family members, community members, visitors, employees, managers, State leaders, vendors, contractors, funeral directors, police, airport officials, honor guards, and other workers, from diverse groups, cultures, and backgrounds, in order to prepare plans for committal services; assist with developing and implementing rules, regulations, processes, procedures, policies, and guidelines according to federal and State statutes and the Shrine Standards/Operational Standards and Measures of the National Cemetery Administration; provide information and resources responsive to the needs of veterans and family members; and facilitate interaction and collaboration with federal, state, and local government entities and veterans organizations.

A. (After each item, check the blank that best applies to you.) I have no experience, some experience, one to three years of experience, or more than three years of experience:

1. Interacting with the public on a regular basis or in giving directions, answering questions, or guiding visitors.
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3
2. Developing working relationships with government officials, vendors, contractors, volunteers, or community members.
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3
3. Working with people from a variety of backgrounds and educational levels.
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3
4. Dealing with people who are confused, upset, or grieving.
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3
5. Dealing with people who are angry or hostile.
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3
6. Explaining assignments and procedures to customers, clients, participants, or other staff members.
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3
7. Providing human or social services to others.
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3
8. Interviewing others to obtain personal information or information related to health or benefits or to determine the type of assistance or services needed.
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3
9. Counseling, advising, or representing others in cases, claims actions, or benefit requests
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3
10. Screening requests or recipients for authorization or eligibility or reviewing cases or claims for appropriate disposition.
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3
11. Working with military records; military records procedures; or Veteran's Administration benefits, claims, or adjudication procedures, or interpreting veterans' benefits and veteran-related information sources.
___ (a)No ___ (b)Some ___ (c)1 to 3 ___ (d)More than 3

12. Interpreting statutes, regulations, government publications, or organizational policies, procedures, or guidelines, for enforcement, application on the job, or explanation to others.
 (a)No (b)Some (c)1 to 3 (d)More than 3
13. Developing rules or regulations; organizational policies, procedures, and guidelines; or detailed instructions.
 (a)No (b)Some (c)1 to 3 (d)More than 3
14. Searching or researching reference sources or files to find information, investigate issues, or answer inquiries.
 (a)No (b)Some (c)1 to 3 (d)More than 3
15. Presenting or marketing goods or services.
 (a)No (b)Some (c)1 to 3 (d)More than 3
16. Planning or organizing events or activities.
 (a)No (b)Some (c)1 to 3 (d)More than 3
17. Planning or organizing military or religious ceremonies.
 (a)No (b)Some (c)1 to 3 (d)More than 3

B. (After each item, check the blank that best applies to you.) I have no coursework or training, some coursework or training, an associate degree, or a bachelors or higher degree in:

18. Human services.
 (a)No (b)Some (c)Associate (d)Bachelors or Higher
19. Marketing.
 (a)No (b)Some (c)Associate (d)Bachelors or Higher
20. Event planning.
 (a)No (b)Some (c)Associate (d)Bachelors or Higher

C. (After each item, check the blank that best applies to you) I have no coursework or training or some coursework or training in:

21. Speech/Communications or human relations.
 (a)No (b)Some
22. Public speaking or making presentations.
 (a)No (b)Some
23. Interviewing methods or techniques.
 (a)No (b)Some
24. Active listening or creative interaction.
 (a)No (b)Some

III. The person in this position must be able to assist with the administration and operation of the Nebraska Veterans Cemetery, Alliance, Nebraska, manage and support the administrative office, and assume the duties of the Cemetery Administrator in his or her absence.

A. *(After each item, check the blank that best applies to you.)* I have **no experience, some experience, one to three years of experience, or more than three years of experience in:**

25. As a lead worker, supervisor, manager, or administrator or planning or assigning the work of others.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
26. Instructing or guiding others in work to be performed.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
27. Reviewing or coordinating the work of contractors or vendors.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
28. Reading plans or specifications.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
29. Identifying and correcting occupational or safety hazards.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
30. Reviewing and suggesting changes to preventive maintenance plans.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
31. Reading, understanding, and applying OSHA, ASME, or other codes.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
32. Using a multi-line phone system or answering the telephone for others and directing or referring calls or taking messages.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
33. Greeting or serving visitors, clients, or customers or serving as the receptionist for an office or organization.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
34. Using a two-way radio.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
35. Opening and distributing mail; filling out forms or records; using a copier, fax machine, or paper shredder; or filing, locating, or retrieving information or materials in manual or computer files.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
36. Using the internet or web-based applications.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
37. Using a computer word processing package or program, computer spreadsheet, database management package or program, or other computer software or PC applications.
___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3

38. Using NIS (the Nebraska Information System), an ERP (Enterprise Resource Program), or another integrated management information system.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
39. Entering data into specialized databases or working with specialized databases using network or web access.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
40. Compiling or summarizing information from files, documents, or other sources.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
41. Writing or composing business letters, memos, or other business correspondence.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
42. Writing or composing informational materials for distribution.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
43. Preparing routine reports, descriptive statistics, narrative reports, or statistical or analytical reports.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
44. Reviewing written materials for completeness or accuracy.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
45. Working with confidential information or privacy issues.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
46. Keeping track of deadlines or suspense dates or scheduling and maintaining a calendar of activities and events.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
47. Recording expenditures, bookkeeping, or keeping cash accounts.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
48. Accounting.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
49. Preparing or coordinating requests for work or supplies.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
50. Using government purchasing procedures.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
51. Maintaining an inventory of supplies or equipment.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
52. Working with leave, pay, or insurance forms.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3
53. Working in a small office where every staff member has to pitch in and help as needed.
 ___ (a)No ___(b)Some ___ (c)1 to 3 ___(d)More than 3

B. (After each item, check the blank that best applies to you.) I have no coursework or training, some coursework or training, an associate degree, or a bachelors or higher degree in:

54. Public or business administration.
 (a)No (b)Some (c)Associate (d)Bachelors or Higher
55. Office or business management.
 (a)No (b)Some (c)Associate (d)Bachelors or Higher

C. (After each item, check the blank that best applies to you.) I have no coursework or training or some coursework or training in:

56. Secretarial/Clerical/Office/Business support functions.
 (a)No (b)Some
57. Records management.
 (a)No (b)Some
58. Management or supervisory techniques.
 (a)No (b)Some

IV. The Memorial Services Coordinator must be able to assist the groundskeeping staff in performing many different maintenance tasks, and have some knowledge of preventative maintenance and working abilities in the groundskeeping, equipment, and maintenance areas in order to fill in for absent staff members or supervise the staff primarily responsible for these duties in the absence of the Administrator and Supervisor.

A. (After each item, check the blank that best applies to you.) I have no experience, some experience, 6 months of experience, or one or more years of experience in:

59. Cemetery or memorial park maintenance, groundskeeping, landscaping, gardening, horticultural, farming, or agricultural work.
 (a)No (b)Some (c)6 Mons. (d)1 Year or More
60. Mowing grass or lawns or operating a power mower, tractor, or riding mower.
 (a)No (b)Some (c)6 Mons. (d)1 Year or More
61. Identifying and correcting occupational or safety hazards.
 (a)No (b)Some (c)6 Mons. (d)1 Year or More
62. Handling or applying fertilizer, pesticides, or other agricultural chemicals, or using chemical sprayers or applicators.
 (a)No (b)Some (c)6 Mons. (d)1 Year or More
63. Operating an excavator or backhoe.
 (a)No (b)Some (c)6 Mons. (d)1 Year or More
64. Planting or caring for flowers, perennial plants, trees, shrubs, or bushes.
 (a)No (b)Some (c)6 Mons. (d)1 Year or More
65. Pruning, trimming, or cutting trees or shrubs; using pruning or tree saws or hedge trimmers; operating a weed eater, grass trimmer, or lawn edger; or clipping or removing weeds.
 (a)No (b)Some (c)6 Mons. (d)1 Year or More
66. Using or managing irrigation equipment.
 (a)No (b)Some (c)6 Mons. (d)1 Year or More
67. Removing or replacing turf, or digging or moving dirt.

- ___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
68. Operating a snow blower, wood chipper, or shredder.
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
69. Operating a van or pickup truck.
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
70. Operating a dump truck.
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
71. Operating a GIS position finder, survey laser, vault lid remover, casket lowering device, or frost remover or laying, setting, or aligning headstones or paving stones.
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
72. Small engine, automotive, or diesel repair or service.
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
73. Painting, pasting, sanding, or gluing or performing routine or preventive maintenance on buildings and equipment.
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
74. Performing mechanical, electrical, plumbing, or carpentry work or maintaining, troubleshooting, or repairing HVAC systems (or heating systems, boilers, air conditioning, ventilation systems, or other air handling systems).
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
75. Using power tools.
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
76. Using hammers, drills, saws, or using other hand tools.
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
77. Waxing, oiling, buffing, washing, scrubbing, mopping, sweeping, dusting, vacuuming, or other custodial work.
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More
78. Using cleaning equipment, cleaning chemicals, or solvents.
___ (a)No ___(b)Some ___ (c)6 Mons. ___ (d)1Year or More

B. (After each item, check the blank that best applies to you.) I have no coursework or training or some coursework or training in:

79. Horticulture or agriculture.
___ (a)No ___(b)Some
80. Small engine or automotive repair, or diesel or John Deere technology.
___ (a)No ___(b)Some
81. Construction management.
___ (a)No ___(b)Some

V. The person in this position must be able and willing to work independently and prioritize work.

A. (Please check each blank that applies to you.) I am willing and able to:

- ___ 82. Work independently without direct supervision.

- ___ 83. Direct or be responsible for the work of others in the supervisor's absence.
- ___ 84. Prioritize my own work and that of others.
- ___ 85. Be responsible for the timely and effective completion of work and projects.
- ___ 86. Work with computers on a regular basis.
- ___ 87. Work alongside other staff members doing manual, maintenance, and groundskeeping work when necessary.
- ___ 88. Maintain the cemetery to National Shrine Standards.
- ___ 89. Ensure that people of different cultures and backgrounds are treated sensitively and respectfully.
- ___ 90. Deal with people who are grieving or upset on a regular basis.
- ___ 91. Lift or move objects weighing 50 pounds or more.
- ___ 92. Schedule work time to meet the operational and ceremonial needs of the cemetery.
- ___ 93. Work with death and burial on a daily basis.

B. *For each item above (82 through 93) that you did not check, explain how else you intend to meet that requirement of the job:*

VI. I have other experience or training related to coordinating memorial services that I wish to describe, or I wish to explain one or more of the items I have checked above: