



RAMONA MUNICIPAL WATER DISTRICT

SUPPLEMENTAL QUESTIONNAIRE Part-Time Clerk – Customer Service

The supplemental questionnaire will be used along with your application form to evaluate your qualifications, training and experience in specific job-related areas.

This supplemental questionnaire must accompany the Ramona Municipal Water District application form, and must be submitted by the established closing date. Failure to submit the supplemental questionnaire with the application form will result in automatic disqualification from the recruitment process.

Name:

1. Describe your customer service experience in each of the categories below:

a) Telephone experience level:

Heavy; Moderate; Light; No telephone experience

1) Average number of calls per week	
2) Nature of calls	
3) Have you dealt with angry/upset customers on the phone? (Briefly describe nature of calls)	
4) Have you ever dealt with delinquent account collections? (Briefly describe)	
5) Have you ever made payment arrangements?	

b) In-person customer interactions:

1) Average number of visitors per week	
2) Nature of visits	
3) Have you dealt with angry/upset customers in person? (Briefly describe nature of visits)	

2. Can you operate a 10-key by touch? Yes No

If not, do you have any experience using a 10-key? Yes No

Name: _____

3. Do you have any cashiering experience or other experience that required the handling of cash, and/or duties such as counting and balancing a cash drawer? Yes No

Briefly Describe:

4. Have you had positions that require the use of a computer? Yes No

a) What programs you have used?

Word Excel Outlook Custom software: _____

- b) Do you have any data entry experience? Yes No

Briefly describe:

5. Do you have any experience in accounting or bookkeeping? Yes No

Briefly describe:

6. Describe any other relevant customer service experience you wish to be considered that involved heavy customer contact, telephone calls, upset or angry customer interaction, or customers having financial difficulty:

Number of years experience in this work environment: _____

Signature: _____ Date: _____