

Westlands Water District SUPPLEMENTAL APPLICATION

CUSTOMER SERVICE REPRESENTATIVE

Please submit responses to the following questions along with your employment application no later than the final filing deadline. Your responses should be numbered and addressed on a separate sheet of paper.

1. Describe your customer service experience and skills. Who were your customers, and what types of information and/or service did you provide? Was the contact in person or over the telephone?
2. Describe your experience with any type of customer information system which may include systems for billing or customer contact and rate your skill level from 1 to 5, with 5 being the highest.
3. Describe your knowledge of accounting, budget, and collections procedures and how you've applied this knowledge in the following areas:
 - a. Receiving and processing orders for goods or services.
 - b. Performing accounts receivable collections.
 - c. Processing cash receipts.
 - d. Maintaining accounting records and in journal entry preparation.
 - e. The curtailment or termination of service to a customer.
 - f. Organizing and completing projects and/or reports involving reconciliation of general ledger accounts with source data.
4. Circle your Excel experience and skill level from 1 to 5, 1 being the lowest and 5 being the highest of the following:

	LOW		AVERAGE		HIGH
Ability to locate, open and print a file.	1	2	3	4	5
Ability to perform previous level items, as well as add, copy, modify, and delete content from a file.	1	2	3	4	5
Ability to perform all previous level items, as well as add/modify Excel formulas, sort/filter data or draft business quality letters in Word.	1	2	3	4	5
Ability to perform all previous level items, as well as use of Excel Pivot Tables or VLOOKUP functions.	1	2	3	4	5
Ability to perform all previous level items, as well as use graphing or analytical analysis tools.	1	2	3	4	5

5. Do you possess 30 semester units including course work in Business Administration, Accounting, Agriculture, or a related field? Yes No
If yes, please list the course work titles, units, and the college or university where you completed the course work.
-
-

6. After reviewing the Notice of Job Opening, are you able to perform the essential functions of the position without reasonable accommodation?

Yes No

If no, please describe the type of assistance or accommodations needed:

The District's conditional offer of employment includes your legal ability to work in the United States; passing a medical examination, which will include a drug screening; and verification of your employment history, education, training, and any licensing requirement. Do you foresee any issue to any of the above? Yes No If yes, please provide explanation.

Your submission of the information provided in the Supplemental Application certifies that it is true and correct to the best of your knowledge. You understand that any misrepresentation or falsification of information may result in failure to receive an offer of employment, or if you were hired, may result in discharge from employment. You agree that any of the statements you have made herein may be verified by Westlands Water District.