CITY OF STAMFORD

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER
The City of Stamford is an equal opportunity/affirmative action employer
and strongly encourages the applications of women, minorities and persons with disabilities

PROMOTIONAL EXAMINATION NO. 14-55*

CUSTOMER SERVICE SPECIALIST – TERRY CONNERS ICE RINK
Salary Range: $26.38 to $31.16 Hourly

***This position is open only to permanent full-time employees of the City who meet the minimum qualification requirement listed below.**

POSITION: Under the general supervision of the Ice Rink Manager or designee, is responsible for providing a high degree of customer satisfaction by serving as a catalyst and expediter in meeting customer expectations. Specifically, provides responsible customer service in person or via telephone or electronic messages. Greets customers, provides information, processes requests for service, responds to questions and addresses problems.

MINIMUM QUALIFICATION REQUIREMENTS: Graduation from High School plus three (3) years recent (within the last 5 years) experience in customer relations including extensive telephone service and use of computers OR any equivalent combination of education, training or experience as described above.

SCOPE OF EXAMINATION: There will not be a written examination. Qualified applicants will be ranked according to their education, training and experience. **Applicants are required to fully complete the application form and supplement, listing all related eductation, training and work experience.**

APPLICATION PROCESS: Interested candidates should submit an Employment Application and Application Supplement "14-55" by **Friday, April 17, 2015**. Applications can be obtained at the City of Stamford, Human Resources Division, 9th Floor, 888 Washington Boulevard, Stamford, Connecticut or at www.cityofstamford.org. **Please note:** Only properly completed and submitted applications and application supplements will be considered. Applications of candidates who do not meet the stated position requirements will not be considered.

The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation in the application or testing process, please contact the Human Resources Division.

Issued: 03-27-2015

EMPLOYMENT BENEFITS:
- Health Plan and Hospitalization
- Paid Vacations and Holidays
- Retirement Plan
- Group Life Insurance
- Sick Leave

VETERAN'S PREFERENCE:
Preferential Points may be given to Eligible Veterans. Check with the Department of Human Resources

Applications are obtained from and submitted to
DEPARTMENT OF HUMAN RESOURCES
CITY OF STAMFORD
888 WASHINGTON BOULEVARD
STAMFORD, CONNECTICUT 06904
TELEPHONE (203) 977-4070
www.cityofstamford.org

General Conditions for Job Announcements and Civil Service Information can be viewed at
www.cityofstamford.org

CHANGE OF ADDRESS:
It is your responsibility to notify the Department of Human Resources of any Change of Address on your application

PERSONNEL COMMISSION
Frank Greene
Julie Granser
Peter Nanos
Marc Teichman
Carl Weinberg

Mayor
David A. Martin

Director of Legal Affairs
Kathryn Emmet

CUSTOMER SERVICE SPECIALIST – TERRY CONNERS ICE RINK

APPLICATION SUPPLEMENT # 14-55

EXPERIENCE AND TRAINING EXAMINATION

NAME_____

SOCIAL SECURITY NUMBER **000 - - _____**
(Last six digits only)

For this examination, you will be filling out specific information about your education, training and experience. The information that you give will be used to find out how well your background qualifies you for this position. You MUST fill out this examination booklet completely in order to take part in this examination. THIS BOOKLET IS AN EXAMINATION.

On the pages that follow, you will be asked to supply factual information about your education and training and about the duties, responsibilities and accomplishments that are associated with jobs, which helped you qualify for the position for which you are applying. Your education, training and experience will be scored according to how closely they relate to the various job components or factors of the position of *Customer Service Specialist – Terry Conners Ice Rink*. Your score will be based only on what you include in this examination. Incomplete or illegible applications/supplements will be rejected.

This examination booklet and a completed "Application for Examination or Employment" must be filed with the Human Resources Division by the last filing date noted in the job announcement, or bear a postmark no later than the last filing date. Information submitted after the last filing date will not be considered.

AN EOE/AA EMPLOYER

PRELIMINARY REVIEW OF QUALIFICATIONS #14-55

Note: Applicants who do not meet the minimum qualifications for ***Customer Service Specialist – Terry Conners Ice Rink*** will be disqualified. Applicants are urged to carefully review the requirements before filing an application.

I. EDUCATION

A. Do you have a high school diploma or equivalency?

Yes_____ No_____

B. Do you possess any of the following degrees?

(If "yes", specify the major field of study for which the degree was conferred.)

1. Associate's Yes____ (Major) _____ No____
2. Bachelor's Yes____ (Major)_____ No____
3. Master's Yes____ (Major)_____ No____

II. EXPERIENCE

A. Do you have at least three (3) years of customer service experience?

	Number of years
Yes_____	_____
No _____	_____

PART I. EXPERIENCE #14-55

A. Describe your work experience in the area of customer service. Use whatever terms would be most indicative of the level and scope of your work and responsibility. Attach additional sheets, if necessary.

DATES & NO. HRS. PERWEEK	NAME & DESCRIPTION OF EMPLOYER AND TITLE OF YOUR SUPERVISOR	YOUR JOB TITLE AND DUTIES

PART II. #14-55

TRAINING: List any training you received through institutes, conferences, seminars, workshops or professional associations relating to customer service.

AREA OF STUDY/TITLE OF TRAINING COURSE	ORGANIZATION	DATE(S)	NO. OF HRS. OR CREDITS

E. Describe your work-experience dealing with the public, customers, public officials and vendors.

DATES & NO. HRS. / WEEK	NAME OF EMPLOYER	NAME & TITLE OF IMMEDIATE SUPERVISOR	YOUR JOB TITLE & DUTIES

PART III. KNOWLEDGE, SKILLS AND ABILITIES #14-55

On the following pages are a variety of statements which are related to this position. For each of those statements, circle the letter for the level described below which best reflects your experience, education or training as it relates to that item.

A - I have applied this Knowledge, Skill or Ability in an actual setting while performing a job.

B - I have education or training relevant to this Knowledge, Skill or Ability, but have not applied it in an actual job.

C - I have little or no experience, education or training relevant to this Knowledge, Skill or Ability.

For each A or B answer, give evidence, in detail, in the space provided of how you acquired the Knowledge, Skill or Ability listed. Evidence may be stated in terms of education/training (list courses and schools) or in terms of experience (list your job duties that apply, name of employer, and dates of work).

KNOWLEDGE, SKILLS AND ABILITIES STATEMENT

1. Knowledge of general customer service principles and practices.

Circle the Appropriate Letter
A B C

Employer/School: _____

_____

Dates: _____

Details: _____

_____

_____

_____

2. Knowledge of City and Department policies, procedures, and regulations

Circle the Appropriate Letter
A B C

Employer/School: _____

_____

Dates: _____

Details: _____

_____

_____

_____

KNOWLEDGE, SKILLS AND ABILITIES STATEMENT

3. Knowledge of business practices and procedures, business English including general office terminology and business financial transactions.

Circle the Appropriate Letter
A B C

Employer/School: _____

_____

Dates: _____

Details: _____

_____

_____

_____

4. Knowledge of records maintenance and computer software applications to compile data and generate reports. (Identify specific software applications and describe how you use them.)

Circle the Appropriate Letter
A B C

Employer/School: _____

_____

Dates: _____

Details: _____

_____

_____

_____

KNOWLEDGE, SKILLS AND ABILITIES STATEMENT

5. Ability to compose correspondence, maintains complex clerical records, prepare reports from records and format statistical reports for presentation.

Circle the Appropriate Letter
A B C

Employer/School: _____

_____

Dates: _____

Details: _____

_____

_____

_____

6. Ability to communicate effectively, both orally and in writing.

Circle the Appropriate Letter
A B C

Employer/School: _____

_____

Dates: _____

Details: _____

_____

_____

_____

KNOWLEDGE, SKILLS AND ABILITIES STATEMENT

7. Ability to make routine decisions in accordance with laws, ordinances, regulations and departmental policies and procedures and to maintain confidential information.

Circle the Appropriate Letter
A B C

Employer/School: _____

_____

Dates: _____

Details: _____

_____

_____

_____

8. Ability to work independently with minimal supervision.

Circle the Appropriate Letter
A B C

Employer/School: _____

_____

Dates: _____

Details: _____

_____

_____

_____

KNOWLEDGE, SKILLS AND ABILITIES STATEMENT

9. Ability to handle cash transactions and account reconciliation.

Circle the Appropriate Letter

A B C

Employer/School: _____

_____

Dates: _____

Details: _____

_____

_____

_____

APPLICATION FOR EXAMINATION OR EMPLOYMENT

DO NOT WRITE IN THIS SPACE

☐ Q
☐ NQ
☐ Educ
☐ Exp
☐ Not City EE
☐ Other _____

Rev. by: _____

The City of Stamford
Human Resources Division
888 Washington Boulevard
P.O. Box 10152
Stamford, CT 06904-2152
Tel. (203) 977-4070

AN EQUAL OPPORTUNITY EMPLOYER

_____
Position applying for
Use Title on Job Announcement

_____
Exam Number

PLEASE TYPE OR PRINT CLEARLY IN BLACK INK.
All blanks must be completed in order for application to be considered.

GENERAL INFORMATION

Name _____ _____ _____
(Last) *(First)* *(Middle)*

Address _____ _____ _____ _____
(Street/Apt. #) *(City)* *(State)* *(Zip Code)*

Home Telephone _____
(Area Code)

Work Telephone _____
(Area Code)

Cellular Telephone _____
(Area Code)

E-mail Address _____

Social Security Number 000 _____ _____
(Last six digits ONLY)

Best daytime contact: ☐ Home ☐ Work ☐ Cell

Do you claim 5 points preference based on active duty in the U. S. Armed Forces? ☐ Yes ☐ No
(Attach copy of DD214)

Are you currently authorized to work in the United States? ☐ Yes ☐ No

Do you claim 10 points veteran's disability preference? ☐ Yes ☐ No
(Attach DD214 and supporting documentation)

Note: 1986 Immigration Reform & Control Act requires verification of identity and employment eligibility at the time of hire.

Have you ever worked for the City of Stamford before? ☐ Yes ☐ No

If yes, list by dates employed and job title(s): _____

1. Have you ever been convicted of any offense other than juvenile, youthful offender, or a minor traffic violation? ☐ Yes ☐ No
If yes, you must complete Section B of the applicant disclosure form.

2. Have you ever been disqualified for a position with the City of Stamford due to a criminal conviction or failure to fully disclose a criminal conviction? ☐ Yes ☐ No
If yes, list job title and date of disqualification. _____

(Provide information regarding ACTUAL convictions only. Any arrest, charge, conviction and/or record which has been erased, dismissed, nolled or pardoned pursuant to the CGS § 31-51i, should NOT be disclosed. Disclosure of a criminal record will not necessarily disqualify you for employment. Each conviction will be evaluated on its own merits with respect to time, circumstances and seriousness, in relation to the job for which you are applying.)

RECORD OF EDUCATION

TYPE OF SCHOOL	*NAME OF SCHOOL AND CITY/STATE*	*DATES ATTENDED*	*COURSE OF STUDY (Major/Minor)*	*GRADUATED (Yes/No)*	*DEGREE, DIPLOMA, G.E.D., AND CERTIFICATE OR CREDITS COMPLETED*
HIGH SCHOOL					
COLLEGE OR UNIVERSITY					
COLLEGE OR UNIVERSITY					
COLLEGE OR UNIVERSITY					

Other Training/Certifications (special courses, work training programs, armed forces training) related to the job for which you are applying. Give name and location where training was given, dates attended, subject of training, number of hours weekly, and other details.

Summarize any other Special Skills or Abilities relating to the job you want, such as: licenses, machines you operate, languages which you speak, read and write well, computer skills, and any other special abilities or knowledges.

EMPLOYMENT HISTORY

List below **ALL** present and past employment. **BEGIN WITH YOUR MOST RECENT EMPLOYMENT AND WORK BACKWARDS CONSECUTIVELY**. Applicants may be required to furnish satisfactory proof of employment history claimed. Use additional pages if necessary. Resumes may be included with a **completed application**.

1. Name and Address of Employer _____ Employed From _____ (Month Year) To _____ (Month Year)

_____ # of hours per week _____ Ending Salary _____

Supervisor Name, Title, Telephone _____

Your Title _____

Describe your duties: _____

Reason for leaving _____

EMPLOYMENT HISTORY (Continued)

2. Name and Address of Employer _____ Employed From _____ (Month Year) To _____ (Month Year)

_____ # of hours per week _____ Last Salary _____

Supervisor Name, Title, Telephone _____

Your Title _____

Describe your duties: _____

_____

_____

_____

Reason for leaving _____

3. Name and Address of Employer _____ Employed From _____ (Month Year) To _____ (Month Year)

_____ # of hours per week _____ Ending Salary _____

Supervisor Name, Title, Telephone _____

Your Title _____

Describe your duties: _____

_____

_____

_____

Reason for leaving _____

4. Name and Address of Employer _____ Employed From _____ (Month Year) To _____ (Month Year)

_____ # of hours per week _____ Ending Salary _____

Supervisor Name, Title, Telephone _____

Your Title _____

Describe your duties: _____

_____

_____

_____

Reason for leaving _____

5. Name and Address of Employer _____ Employed From _____ (Month Year) To _____ (Month Year)

_____ # of hours per week _____ Ending Salary _____

Supervisor Name, Title, Telephone _____

Your Title _____

Describe your duties: _____

_____

_____

_____

Reason for leaving _____

Do you have any objections to the Human Resources Division verifying your work experience and/or educational qualifications?

(A) Your former employer? ☐ Yes ☐ No

(B) Your present employer? ☐ Yes ☐ No

If answer is "Yes" to either (A) or (B) explain under comments section

I hereby authorize the City of Stamford to verify my work experience and/or educational qualifications.

_____

Applicant's Signature

COMMENTS

_____

_____

_____

_____

_____

_____

MILITARY INFORMATION

Veteran of U.S. Armed Forces	Service Branch	Date Discharged	Type of Discharge	Final Rank
☐ Yes ☐ No				

PRE-EMPLOYMENT STATEMENT (Read Carefully)

I certify that all statements made on or in connection with this application are true, complete, and correct to the best of my knowledge and belief. I understand that incomplete, false, inaccurate, or misleading information given in my application, interview(s) or during the course of my employment may result in the rejection of this application; withdrawal of a job offer; or discipline, up to and including termination of employment. Further, false information provided, whether willingly or accidental, may result in my immediate dismissal if employed, whenever the omission or falsehood is discovered.

I understand that this application is not a contract of employment nor is it a guarantee or indication of employment. I also understand that should I be granted an interview, the representations that may be made at the interview are not to be construed as creating any obligation, promise or contract on behalf of the City. Should I be employed by the City, in consideration of my employment, I agree to conform to the rules and policies of the City of Stamford, as they may from time to time be implemented or revised. Identification and verification of eligibility to work in the United States must be satisfied for employment.

I further understand that in consideration for employment, an investigative background report may be prepared at the request of the City of Stamford by an independent party, whereby information may be obtained from my employers (present or former), educational institutions, all branches of the U.S. Military service, and public records maintained by government agencies or others, including but not limited to criminal conviction reports, credit reports, etc. I authorize the City of Stamford and its designated representative(s) to perform this investigation, and further authorize present and former employers, references and other persons to provide information for the investigation. I also authorize the City of Stamford to receive criminal conviction records pertaining to me which may be in the files of any criminal justice agency.

I understand that acceptance for employment shall depend on satisfactory replies from my references and other background checks. In the event I receive a job offer, I also understand that I will be subject to a drug test and medical examination that I must pass before I commence work.

I have read, understood, and agree to the foregoing.

Applicant's Signature _____ Date _____

Applicant Disclosure Form

Section A

City of Stamford

1. CANDIDATE INFORMATION

It is the policy of the City of Stamford to recruit, hire, and promote qualified people in all job classifications regardless of age, race, sex, color, religion, national origin, marital status, veteran status or disability unless they are bona-fide occupational qualifications.

The following information is needed for compliance with governmental reporting requirements. While completion of this section is voluntary, we strongly urge that all applicants complete this as part of the pre-employment process. Applicants so choosing, may identify on the form that they have chosen not to provide the City of Stamford with the requested information by checking the appropriate box in section four. This information will not affect in any way your employment opportunities. This form will be removed from the application.

2. GENERAL INFORMATION

Your Name _____ Date _____

Social Security Number 000 _____ _____ **(Last six digits ONLY)**

3. STATISTICAL INFORMATION

Race/Ethnic Identification (Please check one)

American Indian or Alaska Native	☐	All persons having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
Asian	☐	All persons having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
Black or African American	☐	(Not of Hispanic or Latino origin) All persons having origins in any of the black racial groups of Africa.
Hispanic or Latino	☐	All persons of Cuban, Mexican, Puerto Rican, Central or South America, or other Spanish culture or origin, regardless of race.
Native Hawaiian or Other Pacific Islander	☐	All persons having origins in any of the original peoples of Hawaii, Guam, Samoa, or Pacific Islands.
White	☐	(Not of Hispanic or Latino origin) All persons having origins in any of the original peoples of Europe, the Middle East, or North Africa.
Other	☐	Please specify _____

Job Classification

_____

Please write the title of the position for which you are applying in the box above, using the title on Job Announcement.

Gender

Female ☐

Male ☐

4. NON-PARTICIPATION

Please check box if applicable

I have read the above statement and have chosen not to complete this form. ☐

5. RECRUITING INFORMATION

How did you hear about this job? (Please check one)

- ☐ Stamford Advocate
- ☐ Other newspaper. Please give name: _____
- ☐ City Website
- ☐ Internet Please give site: _____
- ☐ City Employee
- ☐ Human Resources Division Bulletin Board
- ☐ Community Agency Please give name: _____
- ☐ Professional journal Please give name: _____
- ☐ Other. Please specify: _____

Applicant Disclosure Form

City of Stamford

NOTE:
THIS INFORMATION WILL BE REVIEWED ONLY BY MEMBERS OF THE HUMAN RESOURCES DIVISION AND HIRING MANAGERS.

Section B

CRIMINAL CONVICTION INFORMATION

Applicants are required to disclose the existence of *any* criminal conviction, regardless of the nature, date or location thereof, with the exception of minor traffic violations or an arrest, criminal charge, or conviction that has been erased**.** The types of records subject to erasure under Connecticut law are as follows: (a) a finding of delinquency or that a child was a member of a family with service needs; (b) a sentence as a youthful offender; (c) a criminal charge that was dismissed or "nolled"; (d) a criminal charge for which the person was found not guilty; and (e) a conviction for which the person received an absolute pardon.

The information provided below is subject to the terms of the "Pre-Employment Statement" on Page 4 of this application. A criminal conviction will not necessarily result in the rejection of this application, but will be considered as it relates to the nature of the position sought, and in light of any applicable state and federal law.

_____ _____
Name (Print) Title of Position Sought

_____ _____
Applicant's Signature Date

DATE OF CONVICTION	*OFFENSE*	*DATE OF ARREST*	*PLACE OF ARREST (City/Sate)*	*SENTENCE*