

Supplemental Questions

Name: _____ Position: Account Services Coordinator

Please answer the following questions and attach them to your completed application. Please limit each response to 250 words or less.

1. What's your approach when you're caught off guard by a customer question and need to gather more details before responding?
2. How do you typically determine when a task or decision falls outside your role or expertise and what steps do you take to ensure its addressed appropriately?

3. Describe your level of proficiency using the following:

- Microsoft Outlook or equivalent email and calendar program.
- Microsoft Excel or equivalent spreadsheet program
- Customer relationship management software (tracking customer interactions)
- Office-wide phone systems
- Any other software or equipment that may be applicable

4. Summarize your customer service experience, including examples of direct, phone, and electronic communication with customers. List any relevant work involving utility data if applicable.