



FORMER EMPLOYERS

List below last four employers, starting with the most recent. *Please complete this section even if you are attaching your resume.*

Date

Month//Year	Name and Address of Employer	Supervisor	Phone Number	Salary	Position	Reason For Leaving
From: _____ To: _____						
From: _____ To: _____						
From: _____ To: _____						
From: _____ To: _____						

REFERENCES: Give Below the Names of Three Persons Not Related To You, Whom You Have Known At Least One Year.

Name	Address	Phone Number	Business	Years Acquainted
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

PHYSICAL RECORD

Do you have any physical condition, which may limit your ability to perform the job applied for? This question is voluntary, and any answers will be kept confidential.

In Case of emergency notify: _____ Phone# _____

I, _____ authorize investigation of all statements contained in this application. I understand that misrepresentation or omission of facts called for is cause for dismissal. Further, I understand and agree that my employment is for no definite period and may, regardless of the date of payment of my wages and salary, be terminated at any time without previous notice.

Date

Signature



Customer Service Representative

Responsibilities, Qualifications and Educational Requirements

RESPONSIBILITIES

- To serve CMS clients by answering phone calls; taking complete recorded and typewritten messages; processing information requests and orders; and relaying verbal information.
- To handle all callers with professionalism and courtesy in accordance with CMS Call Handling Guidelines.
- To develop a working knowledge of products and services offered by CMS clients.
- To meet or exceed performance goals set forth by management.
- To follow the rules, regulations and policies set forth in the Employee Training Manual, Employee Handbook, and any supplemental documents issued by management.
- To complete, at the request of management, any task or temporary assignment related to CMS business services.

QUALIFICATIONS AND EDUCATIONAL REQUIREMENTS

- High School Diploma or equivalent REQUIRED
- Typing skills of 40 wpm
- 1-2 years customer service experience preferred
- Excellent interpersonal, verbal and written communication skills
- Strong basic computer skills
- Ability to multi-task
- Ability to make sound decisions under pressure
- Ability to deal with difficult situations and people
- Ability to work well in both a team environment and independently
- A strong attention to detail

CULTURE:

- Job is an office environment and requires primarily sitting at a desk for extended periods, communicating verbally with customers on the telephone and entering data via a computer terminal.
- Call volume: Varies from moderate to heavy
- Stress level: Low to moderate

I, _____, have no physical or mental condition that
(*PRINT NAME*) would prevent me from performing effectively as a customer service representative.

Applicant Signature

Date



CMS Attendance Contract

At Corporate Message Services, Inc. operators MUST be here when the CLIENTS need service. This is NOT a flex-hours job. Employees who are tardy or absent inconvenience their co-workers who will have to stay late, arrive early or give up personal time to cover for absent or tardy employees. They also put the business at risk because understaffing causes poor customer service.

Excessive absenteeism (absent more than 3% of days scheduled) may result in disciplinary action up to and including termination. Other disciplinary action may include reduction of employee's scheduled hours or suspension. (The above reference to absent time does not include vacations and holidays.)

If an employee cannot report to work due to illness or personal emergencies, **he/she is to contact a member of management in person at least four hours prior to his/her starting time.** Failure to do so will result in disciplinary action. Further, employees are responsible for finding a co-worker of equal skill level to work their shift. No overtime will be paid for a person substituting another's shift. The replacement is subject to approval by management.

Additionally, if an employee is absent without proper notification to management, the absence will be treated as a voluntary resignation.

Weekends/Holidays

Every employee at Corporate Message Services, Inc. is expected to work either Saturday or Sunday on a regular basis. An employee who stays at Corporate Message Services, Inc. for 10 years and is promoted to responsibilities far above the "operator" position will still be required to work some of the Saturday or Sunday shifts.

Every operator is also required to work on at least 3 major holidays every year and will receive extra pay for working those holidays. Corporate Message Services, Inc. will make every effort to schedule operators for only 4 to 6 hours per holiday, and for a shift that is least disruptive to personal plans, but we cannot guarantee anyone the shift of her/his preference. No operator may take both Thanksgiving and Christmas off. An operator who needs time off for religious reasons may specify only one religion.

Training Period

A trainee who is absent or tardy during the first four weeks of employment will be terminated, except when there is positive proof of mitigating circumstances such as a death in the immediate family or an illness far too disabling to allow the operator to work. Mitigating circumstances will be considered on a case by case basis and only if the employee has followed all attendance guidelines and reports to management as outlined above.

Final wages for any trainee terminated during the training period will be paid at the current Federal Minimum Wage rate.

By signing below, I _____ acknowledge that I have read and understood these policies and that compliance with these policies is a condition of employment with Corporate Message Services, Inc. Additionally, I understand that any change in my life or circumstances will not be a reason for Corporate Message Services, Inc. to change its policies.

Name: _____ Date: _____