

**Administration Department – Reception Office
Special Requirements/Supplemental Questions**

Office Technician (T) – 290-360-1139-011

Special Requirements:

In addition to the STD. 678 not more than a one-page typed response to the following questions must be submitted with your application.

1. Describe your experience in working in a small team environment in a very public setting.
2. Describe a situation in which you assisted an unsatisfied customer or client in person. What specific actions did you take to assist the customer or client and resolve their issue?
3. Describe the nature of your experience in maintaining confidential or sensitive information. How did you ensure there was no breach in confidentiality?
4. Describe your experience in handling monetary transactions in a customer service environment. What was your role and how did you keep accountable forms secure?