**PLEASE NOTE: All candidates MUST complete this template in full to demonstrate they meet the minimum qualifications. Candidates will be selected for interview based SOLELY on the contents provide by them on this template.**

**IMPORTANT: It is imperative that you provide specific examples to verify your experience for each of the required qualifications listed below. Please ensure that you have fully described how you meet the qualifications by providing a FULLY DETAILED description of your experience. Any ambiguity, vagueness, or omissions will not be decided in the candidate’s favor.**

**Minimum Qualifications must be met to be considered for an interview.**

|  |  |
| --- | --- |
| **Minimum Qualification: Fully describe (include specific examples where applicable):**  A High School diploma OR have earned a High School Equivalency diploma. | |
| High School:  Equivalency Program: | **Degree/Major** |

**AND**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Minimum Qualification: Fully describe (include specific examples where applicable):**  One (1) year of full-time equivalent work experience in customer service\*.  \*Customer service experience is defined as a position where your primary responsibility was providing customer service to the general public either in an environment with substantial face-to-face interaction or in a call center environment. | | | | |
| **Firm / Agency** | **Title**  **(Grade if applicable)** | **Description of Experience** | **Start Date** | **End Date** |
|  |  |  |  |  |

**OR**

|  |  |
| --- | --- |
| Minimum Qualification: Fully describe (include specific examples where applicable):  Thirty (30) Semester credit hours. | |
| **College**  Associates: | **Degree/Major** |