



CSR(Customer Service Representative)/Dispatch Applicants

Applicants should have a good working knowledge using MS Word, Excel, Chrome, G-Mail and various e-mail programs. You must be able to communicate clearly and pleasantly with our customers over the phone while placing reservations on the computer and in person. Good English and diction skills are required.

We have multiple shifts per day. The office is open 24 hours a day. We are open 7 days a week, 361 days per year. We have shifts that are two to five days a week.

Interested applicants should fill out an application and attach a brief resume. These should be delivered to James in our office at 1751 NE Goldie Street, Suite A in Oak Harbor.

We are a DRUG FREE company and all employees are subject to pre-employment and random testing.

PO BOX 2895
Oak Harbor, WA 98277
(360) 679-4003 Fax (360) 323-8894
info@seatacshuttle.com
www.SeaTacShuttle.com

APPLICATION FOR EMPLOYMENT

Customer Service Representative/Dispatcher

DATE: _____

APPLICANT'S NAME: _____
 (First) (Middle) (Maiden Name, if any) (Last)

ADDRESS: _____ HOW LONG?: _____
 (Street) (City) (State) (Zip Code)

HOME PHONE # (_____) _____ CELL PHONE # (_____) _____

EMAIL ADDRESS _____

Are you currently employed? _____ May we contact your current employer? _____

Are you looking for Full Time _____ or Part Time _____ When can you start? _____

Do you have any days of the week or hours that you are not available? _____ When? _____

Do you have any vacations or other time off requirements scheduled with in the next six months? _____

PAST ADDRESSES (for the past 5 years)

	STREET	CITY	STATE & ZIP CODE	HOW LONG?
1				
2				
3				
4				

During the past 5 years, have you ever been convicted of, pled guilty to or pled no contest to any crime, excluding misdemeanors and traffic violations? Yes _____ No _____

Are you or have you been a sex offender registered with any federal, state or local government agency, including any listing on a public website? Yes _____ No _____

Have you ever been denied a license, permit or privilege to operate a motor vehicle? Yes _____ No _____

Have any license, permit or privilege ever been suspended or revoked? Yes _____ No _____

Answering yes will not necessarily bar you from employment. Applicants are not required to disclose sealed or expunged conviction records or the existence of such records.

If The Answer To Either Question Is Yes, Attach a Statement Giving Full Details.

EMPLOYMENT RECORD
(ATTACH SHEET IF MORE SPACE IS NEEDED)

Note: DOT requires all that employment or gaps in employment be listed for the last 5 years

Employer Name: _____

Address: _____

Phone # (_____) _____ Position Held: _____

From: _____ To: _____ Supervisor: _____

Reason for Leaving: _____

Employer Name: _____

Address: _____

Phone # (_____) _____ Position Held: _____

From: _____ To: _____ Supervisor: _____

Reason for Leaving: _____

Employer Name: _____

Address: _____

Phone # (_____) _____ Position Held: _____

From: _____ To: _____ Supervisor: _____

Reason for Leaving: _____

Employer Name: _____

Address: _____

Phone # (_____) _____ Position Held: _____

From: _____ To: _____ Supervisor: _____

Reason for Leaving: _____

ANY GAPS IN EMPLOYMENT AND/OR UNEMPLOYMENT MUST BE EXPLAINED. INCLUDE DATES AND REASON: _____

U.S Military

Branch of Service: _____ Date Entered: _____ Date of Discharge: _____

Highest Rank/Rate: _____ Type of Discharge: _____

Computer Skills

	None	Some	Intermediate	Advanced
Windows 7/8/10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Word	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G-Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facebook/Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Typing (WPM): _____

Please answer the following questions, if you need more space please attach an additional sheet.

1. Please describe your previous work experience in dealing with the general public.

2. Please provide a specific example how you were able to demonstrate excellent customer service.

3. Please describe your office skills that makes you especially qualified for this position.

4. How long have you applied these skills in the workplace?

EDUCATION HISTORY
(ATTACH SHEET IF MORE SPACE IS NEEDED)

Name and Location of last High School Attended: _____

Are you a High School Graduate? _____ Month and Year Graduated _____

Do you have a GED? _____ Highest grade completed if not _____

College or University

Name and address of school	Dates Attended	Type Degree and Major	Year of Degree

Other Schools or Training

Name and address of school	Dates Attended	Area of Study	Completed?

TO BE READ AND SIGNED BY APPLICANT

I certify that I have read this application and the information given is complete and correct. I understand that any omissions or misrepresentation of information is grounds for dismissal. I authorize the persons, employers, schools, and organizations listed on this application to give you any information concerning my employment and other pertinent information they may have, personal and otherwise, and release all parties from all liability and damages that may result from furnishing such information. I acknowledge that Whidbey SeaTac Shuttle reserves the right to amend or modify any of its handbooks or policies at any time and without prior notice. These policies do not create any promises or contractual rights between this employer and its employees. Employment is at will, this means an employee is free to terminate his/her employment at any time, without any reason, with or without cause, and we retain the same rights. Whidbey SeaTac Shuttle is an Equal Opportunity Employer. Various federal, state, and local laws prohibit discrimination on account of race, color, sex, age, national origin, disability or veteran status, or other categories protected by law. It is our policy to comply fully with these laws, as applicable and information requested on this application will not be used for any prohibited by law. I understand that as a part of the procedure for my employment application an investigative consumer report may be made concerning my character, general reputation, personal characteristics and mode of living. Upon written request, additional disclosure concerning the complete nature and scope of the investigation will be provided. If I am denied a job based either wholly or in part because of information contained in an investigative consumer report, I will be provided the name and the address of the reporting agency that supplies the information.

 (Date)

 (Applicant's Signature)



Drugs and Alcohol Policy

Whidbey SeaTac Shuttle is a drug and alcohol free workplace. All applicants selected for hire will be subject to pre-employment drug testing. There is no cost to you for this screening unless a “positive” result is obtained. All employees are subject to random, post accident, and reasonable suspicion drug and alcohol testing. If at any time you use prescribed medications or over-the-counter drugs that may affect cognition, motor skills or in that any way may affect your ability to operate safely, you must report it to dispatch or operations. Complete details of Whidbey SeaTac Shuttle’s drug and alcohol policy are available at the Whidbey SeaTac Shuttle office in Oak Harbor.

I have read and understand the above.

Signature

Print Name

Date



New Hire Program for CSR/Dispatch Interview, Evaluation, & Training.

The program for candidates involves an intensive, multi-step process. If hired and trained, applicants are obligated to make a commitment to remain with the company for a minimum of 6 months, unless terminated for any reason or if the position being hired for is classified as “temporary/seasonal”. The training provided is valuable and time consuming for all parties concerned. If an employee leaves before six months from the date of completion of training, the employee agrees to a fee of \$250.00, which will be held from your final pay check. If the final check is insufficient to cover the \$250.00, employee agrees to pay the difference within seven days.

Step One: The interview: At the interview you will need a completed application. We will discuss your background, the work schedule and pay. The application process and training will be explained in detail at this time.

Step Two: System Overview: During this two hour training and orientation session you will be learning about our computer network and reservation system, along with other related office procedures. This is your second opportunity to decide if this job will be right for you and if you choose to continue and if you are offered employment. This session is also not paid.

Step Three: Drug test & Documentation: At this point, you will turn in your employment packet and take a pre-employment drug test. This is on your time and is a prerequisite of being hired.

Step Four: Training sessions: Four training sessions of four hours each will be scheduled. These will cover all aspects of the reservation and dispatch procedures. You will be taking phone calls and preparing relative paperwork under direct supervision. Your training session times will vary for the opportunity to observe different aspects of company operations. Upon completion of this training you should be able to conduct your duties unsupervised. These sessions are paid at the current training rate.

Step Five: Ride-along Observation: This Ride-along is for you to understand what services we provide and the procedures involved for each stop and at SeaTac International Airport. You will be required to ride along to and from the airport in one of our shuttles on one of our regularly scheduled trips. This is on your own time and will not be paid, but is required.

Step Six: Probation: During the next sixty days you have a chance to evaluate us as we will be evaluating your performance. Upon successful completion of probation your rate of pay will increase.

Candidates Signature

Date