**Supplemental Questions for Customer Service Representative**

Click or tap here to enter text.

**Name**

*Please provide your answers to the questions below and submit these along with the other required documents for the application.*

1. Describe how you approach researching an answer to a question or solution to a problem; provide at least one specific example of a time you successfully researched an answer or solution.Click or tap here to enter text.
2. This position requires broad knowledge of many different areas and rarely will the person become an expert in any subject; there are also many gray areas to manage in providing answers to customers. What are your thoughts on these challenges? How will you manage them?Click or tap here to enter text.
3. After reviewing the position description, please describe 3 qualities you possess that will assist you in this role. Click or tap here to enter text.
4. Describe a situation where you had to employ critical thinking and attention to detail skills; what was the outcome of the situation? Be specific.Click or tap here to enter text.