

# Application for Employment

Please Print

Equal access to programs, services and employment is available to all persons. Those applicants requiring reasonable accommodation to the application and/or interview process should notify a representative of the Human Resources Department.

Name  Social Security #

Last First Middle

Address

Street City State Zip Code

Telephone  Mobile/Beeper/Other  E-mail Address

Position(s) applied for  Date of application

Referral Source (Please check the appropriate category and name the source.)

<input type="checkbox"/> Walk-in <input type="text"/>	<input type="checkbox"/> School <input type="text"/>
<input type="checkbox"/> Employee <input type="text"/>	<input type="checkbox"/> Job Fair <input type="text"/>
<input type="checkbox"/> Advertisement <input type="text"/>	<input type="checkbox"/> Staffing Agency <input type="text"/>
<input type="checkbox"/> Company's Website <input type="text"/>	<input type="checkbox"/> Government Employment Agency <input type="text"/>
<input type="checkbox"/> Other Internet <input type="text"/>	<input type="checkbox"/> Other <input type="text"/>

If necessary, best time to call you at is .....  AM  PM

May we contact you at work? .....  Yes  No

If **yes**, work number and best time to call:  AM  PM

If you are under 18, and it is required, can you furnish a work permit? .....  Yes  No

If **no**, please explain \_\_\_\_\_

Have you submitted an application here before?  Yes  No

If **yes**, give date(s) and position(s) \_\_\_\_\_

Have you ever been employed here before?  Yes  No

If **yes**, give dates From \_\_\_\_\_ To \_\_\_\_\_

Are you legally eligible for employment in this country? .....  Yes  No

Date available for work ..... \_\_\_\_\_

What is your desired salary range or hourly rate of pay?  
\$ \_\_\_\_\_ Per \_\_\_\_\_

Type of employment desired: Full-Time Part-Time  
Educational Co-Op Seasonal Temporary

Will you relocate if the job requires it? ..... Yes No

Will you travel if the job requires it? ..... Yes No

If they have been explained to you, are you able to meet the attendance requirements of the position? ..... N/A Yes No

Will you work overtime if the job requires it?  Yes  No

If **no**, please explain \_\_\_\_\_

If driving is a required function of the job for which you are applying, provide driver's license number: \_\_\_\_\_ State \_\_\_\_\_

Have you ever been bonded? .....  Yes  No

**NOTE:** Answering "yes" to the following question does not constitute an automatic bar to employment. Factors such as date of the offense, seriousness and nature of the violation, and rehabilitation will be taken into account. (In answering these questions, do not include minor traffic infractions and convictions for which the record has been sealed or expunged, any conviction for which probation has been successfully completed or otherwise discharged and the case has been judicially dismissed, referrals to and participation in any pre-trial or post-trial diversion programs, and marijuana-related offenses that occurred over two years ago.)

Have you ever pled "guilty" or "no contest" to, or been convicted of a misdemeanor or felony?  Yes  No

If **yes**, please provide date(s) and details \_\_\_\_\_

Have you ever been arrested for any matters for which you are out on bail or on your own recognizance pending trial? ..... Yes No

If **yes**, please provide date(s) and details \_\_\_\_\_

## Employment History

Starting with your most recent employer, provide the following information.

Employer	Telephone #	Dates employed:	to	
Street Address	City	Compensation (Starting)		
Starting job title/final job title	State	<input type="checkbox"/> Hourly	<input type="checkbox"/> Salary	\$ _____ per
Immediate supervisor and title (for most recent position held)	Commission/Bonus/OtheCompensation \$			
Why did you leave?	Compensation (Final)			
May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Later	<input type="checkbox"/> Hourly	<input type="checkbox"/> Salary	\$ _____	per
Summarize the type of work performed and job responsibilities.	Commission/Bonus/OtheCompensation \$			
What did you like the most about your position?				
What were the things you liked least about the position?				

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Street Address	City	Compensation (Starting)		
Starting job title/final job title	State	<input type="checkbox"/> Hourly	<input type="checkbox"/> Salary	\$ _____ per
Immediate supervisor and title (for most recent position held)	Commission/Bonus/OtheCompensation			
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Summarize the type of work performed and job responsibilities.	Commission/Bonus/OtheCompensation \$			
What did you like the most about your position?				
What were the things you liked least about the position?				

## Employment History (continued)

Explain any gaps in your employment, other than those due to personal illness, injury or disability.

If not addressed on previous page, have you ever been fired or asked to resign from a job? .....  Yes  No

If yes, please explain:

## Skills and Qualifications

Summarize any special training, skills, licenses and/or certificates that may assist you in performing the position for which you are applying.

### Computer Skills (Check appropriate boxes. Include software titles and years of experience.)

<input type="checkbox"/> Word Processing	_____	Years	_____	<input type="checkbox"/> Internet	_____	Years	_____
<input type="checkbox"/> Spreadsheet	_____	Years	_____	<input type="checkbox"/> Other	_____	Years	_____
<input type="checkbox"/> Presentation	_____	Years	_____	<input type="checkbox"/> Other	_____	Years	_____
<input type="checkbox"/> E-mail	_____	Years	_____	<input type="checkbox"/> Other	_____	Years	_____

## Educational Background

Starting with your most recent school attended, provide the following information.

School (include City & State)	Years Completed	Completed	GPA Class Rank	Major/Minor
		<input type="checkbox"/> Diploma <input type="checkbox"/> GED <input type="checkbox"/> Degree _____ <input type="checkbox"/> Certificate _____ <input type="checkbox"/> Other _____		
		<input type="checkbox"/> Diploma <input type="checkbox"/> GED <input type="checkbox"/> Degree _____ <input type="checkbox"/> Certificate _____ <input type="checkbox"/> Other _____		
		<input type="checkbox"/> Diploma <input type="checkbox"/> GED <input type="checkbox"/> Degree _____ <input type="checkbox"/> Certificate _____ <input type="checkbox"/> Other _____		
		<input type="checkbox"/> Diploma <input type="checkbox"/> GED <input type="checkbox"/> Degree _____ <input type="checkbox"/> Certificate _____ <input type="checkbox"/> Other _____		

## References

List name and telephone number of three business/work references who are *not* related to you and are *not* previous supervisors. If not applicable, list three school or personal references who are *not* related to you.

Name	Title	Relationship to You	Telephone	Number of Years Known

## Related Information

To what job-related organizations (professional, trade, etc.) do you belong?

Exclude memberships that would reveal race, color, religion, sex, national origin, citizenship, age, mental or physical disabilities, veteran/reserve national guard or any other similarly protected status.

Organization	Offices Held

List special accomplishments, publications, awards, etc.

Exclude memberships that would reveal race, color, religion, sex, national origin, citizenship, age, mental or physical disabilities, veteran/reserve national guard or any other similarly protected status.

In your current or a prior job, have you ever written instructions or directions to be followed by employees or customers?

Yes  No  Not Applicable

If yes, please explain: \_\_\_\_\_

Is there any other job-related information you want us to know about you? \_\_\_\_\_

## Applicant Statement

I certify that all information I have provided in order to apply for and secure work with the employer is true, complete and correct.

I expressly authorize, without reservation, the employer, its representatives, employees or agents to contact and obtain information from all references (personal and professional), employers, public agencies, licensing authorities and educational institutions and to otherwise verify the accuracy of all information provided by me in this application, resume or job interview. I hereby waive any and all rights and claims I may have regarding the employer, its agents, employees or representatives, for seeking, gathering and using truthful and non-defamatory information, in a lawful manner, in the employment process and all other persons, corporations or organizations for furnishing such information about me.

I understand that this employer does not unlawfully discriminate in employment and no question on this application is used for the purpose of limiting or eliminating any applicant from consideration for employment on a basis prohibited by applicable local, state or federal law.

I understand that this application remains current for only 30 days. At the conclusion of that time, if I have not heard from the employer and still wish to be considered for employment, it will be necessary to reapply and fill out a new application.

If I am hired, I understand that I am free to resign at any time, with or without cause and with or without prior notice, and the employer reserves the same right to terminate my employment at any time, with or without cause and with or without prior notice, except as may be required by law. This application does not constitute an agreement or contract for employment for any specified period or definite duration. I understand that no supervisor or representative of the employer is authorized to make any assurances to the contrary and that no implied oral or written agreements contrary to the foregoing express language are valid unless they are in writing and signed by the employer's president.

I also understand that if I am hired, I will be required to provide proof of identity and legal authority to work in the United States and that federal immigration laws require me to complete an I-9 Form in this regard.

I understand that any information provided by me that is found to be false, incomplete or misrepresented in any respect, will be sufficient cause to (i) eliminate me from further consideration for employment, or (ii) may result in my immediate discharge from the employer's service, whenever it is discovered.

## DO NOT SIGN UNTIL YOU HAVE READ THE ABOVE APPLICANT STATEMENT.

I certify that I have read, fully understand and accept all terms of the foregoing Applicant Statement.

Signature of Applicant

Date

# Affirmative Action Voluntary Information

Completion of information below is voluntary.

We consider all applicants for positions without regard to race, color, religion, sex, national origin, citizenship, age, mental or physical disabilities, veteran/reserve/national guard or any other similarly protected status. We also comply with all applicable laws governing employment practices and do not discriminate on the basis of any unlawful criteria.

To be completed by applicant on a voluntary basis. Not for interview purposes. To be filed separately from application.

In an effort to comply with requirements regarding government recordkeeping, reporting and other legal obligations which may apply, we invite you to complete this applicant data survey. Providing this information is **STRICTLY VOLUNTARY**. Failure to provide it will not subject you to any adverse personnel decision or action. Your cooperation is appreciated.

Please be advised that this survey is *not* a part of your official application for employment. It will not be used in any hiring decision. The information will be used and kept confidential in accordance with applicable laws and regulations.

Please Print

Position(s) applied for  Date

## Referral Source

- Walk-In  Governmental Employment Agency  Private Employment Agency  
 Employee  Relative  School  
 Advertisement - Source   Other

Name of person who referred you IF APPLICABLE

## Applicant Information

Name  Telephone #   
Last First Middle  
Address   
Street City State Zip Code  
 Male  Female

## Please check one of the following Equal Employment Opportunity Identification Groups:

- American Indian / Alaskan Native  Hispanic / Latino (White race only)  White  Black / African American  
 Native Hawaiian / Other Pacific Islander  Hispanic / Latino (all other races)  Asian

## For Administrative Use Only

Positions(s) applied for  Available  Not Available  Other

Other positions considered for

Hired  Yes  No

Position hired for  Date of hire

From the EEO job classifications listed below, which one best describes the position filled

- Officials and Managers  Sales Workers  Operatives (semi-skilled)  
 Professionals  Office and Clerical Workers  Laborers (unskilled)  
 Technicians  Craft Workers (skilled)  Service Workers

Notes

Completed by  Date

# Service Standards

If you are willing to commit to meeting the following service standards, please sign the bottom of this form and return it to your manager. Thank you for committing to be a caring, quality driven member of the OFCU team.

FOR JOB APPLICANTS: Should you be hired for a position with OFCU, you will be expected to meet the service standards outlined below. If you feel you are unable or unwilling to meet these service standards, we suggest you do not apply for a position with our organization. If you are willing to commit to meeting the service standards should you be hired, please sign the bottom of this form and return it with your application for employment. Thank you for committing to be a caring, quality driven member of the OFCU team.

Serving members extends to all credit union personnel. If you are not serving a member face-to-face or on the phone, you are serving an employee who is. Everyone is expected to follow service standards which are applicable to co-workers and vendors, as well as members.

Internal Service Standards:

I will.....

1. Treat and greet all fellow staff members in a courteous manner.
2. Respect the dignity and worth of co-workers and superiors.
3. Show appreciation for, or compliment a job well done.
4. Maintain confidentiality when discussing all member business.
5. Always convey a positive attitude about the credit union and its employees.
6. Understand and utilize authority effectively and productively.
7. Be professional at all times.
8. Not challenge the decision of a co-worker in the presence of a member or another employee.
9. Be a team player.
10. Take responsibility for my own actions.
11. Become knowledgeable about the credit unions products and services.

12. Deliver what I promise.
13. Make it easy for others to ask for my help.
14. Work hard to support our team.
15. As a manager remain committed to excellent internal member service among our employees.

#### External Service Standards:

I will....

1. Go above and beyond the member's expectations.
2. Always offer a solution or alternative to a member's concerns rather than "I can't help you" "I can't do that" etc.
3. Present a positive attitude when representing the credit union.
4. Greet and thank each member in a friendly and professional manner.
5. Follow up on phone calls, emails and messages within 2 hours.
6. Listen attentively to all member concerns, and forward and/or address them in a prompt and effective manner.
7. Process each transaction accurately and confidentially.
8. Follow through on all commitments.
9. Keep the member's best interest at heart when cross-selling credit union products and services.
10. Own and resolve the problem, not pass the problem on to someone else for resolution.
11. Respond to every member individually, make every member feel as if he/she is my top priority.
12. Never make the member feel as if he/she is an inconvenience, or that I am "too busy" to help the member.
13. Acknowledge the member standing in the lobby and ask if he/she has been helped, and if not, help him/her.
14. Stop all non-work related activity when the member comes in and help the member.
15. Never interrupt another staff member when he/she is busy helping a member.
16. Be sensitive when communicating with others. I will speak clearly and directly. I will avoid using jargon, slang and language that may be incorrect or unprofessional. I will never use profanity.

17. Will show confidence by knowing my job well. I will not "fake it". If I don't know the answer, I will find out.
18. Make myself approachable by wearing my nametag.
19. Answer the phone by identifying myself to the caller.
20. Answer all phone calls within 3 rings.
21. Ask the caller's permission before putting him/her on hold.
22. Dress appropriately and take pride in myself and my work area.
23. Take complaints seriously and react quickly. I will follow-up to ensure satisfaction.
24. Ensure external and internal written correspondence is professional, error free and accurate before mailing. I will respond to written correspondence within 3 days.
25. Focus 100% on the member I am serving.
26. Be a credit union ambassador inside and outside of work.
27. Actively look for ways to continually improve service to members and co-workers at all times.

I agree to abide by and be held accountable to these standards:

Employee Signature

Print Name

Date