



EMPLOYMENT APPLICATION – COLLECTIONS SPECIALIST

Please print clearly:

Date: ____ / ____ / ____

Last Name, First, Middle

SSN: ____ - ____ - ____

Address City State Zip

Phone Number Cell Phone Number E-Mail Address

Are you legally eligible for employment in the United States? Yes No

Will you have reliable transportation to and from work at your scheduled times? Yes No

Can you work evenings and weekends? Yes No

Are you older than 18? Yes No If not, birth date _____

Date available for work _____ Desired hours per week _____ Anticipated hourly rate _____

How were you referred to us? _____

Your level of software familiarity:

None ← → High
1 2 3 4 5

Microsoft Excel	—	—	—	—	—
Microsoft Word	—	—	—	—	—
Microsoft Outlook	—	—	—	—	—
Microsoft PowerPoint	—	—	—	—	—

Other programs: _____

—	—	—	—	—
—	—	—	—	—
—	—	—	—	—

EDUCATION

	Name and location of school	No. of years attended	Did you graduate?	Area of study/degree(s) received
High School				
College or University				
Trade or Vocational School				

EMPLOYMENT HISTORY (beginning with the most recent).

Dates Mo/Yr	Employer name, address, & phone number; supervisor's name	Pay Rate	Position & responsibilities	Reason for leaving
From: / To: /				
From: / To: /				
From: / To: /				
From: / To: /				

We may seek a referral from the employers listed above unless you identify below those you do not want us to contact.

Do not contact _____

Reason _____

Which job did you like best? _____

What did you like best about this job? _____

Do you have work experience in collections? Yes No How many years? _____ Do you enjoy it? Yes No

Give examples of how you deal with difficult customers: _____

List other skills or relevant experience you possess: _____

During a 12 month period with your past employer, how many days did you miss work due to illness, injury or family crisis? _____

Have you been convicted of a misdemeanor or felony in the last (7) seven years? Yes No

If yes, please explain: _____

EMPLOYMENT REFERENCES (not friends or family)

Name & Relationship	Address & Phone Number	Business Name	Years Acquainted

Read Before Signing:

I give you my word that the information contained in this application is truthful and complete. I understand that, if employed, falsified statements on this application will be grounds for termination.

I authorize your investigation of the information contained herein. I also authorize you to contact my previous employer(s) (unless listed under "Do Not Contact") and the references listed above. I also authorize these individuals to give you any and all information concerning my previous employment and any relevant information they may have. I release all parties from liability for any damage that may result from furnishing such information to you.

I understand and agree that, if hired, my employment with Storage Express shall be "at-will."

Signature: _____

Date: _____

Please answer the following questions:

You are speaking with an upset customer because a late fee has been added to his account that he feels is not justified. He is yelling, and using vulgar language. How would you respond?

A customer moves in on January 1st. Monthly rent is \$50. Rent is due in advance on the 1st of every month. The customer has only paid \$50 when he moved in.

Delinquency Schedule (each fee will be charged once):

After **10** days late - \$15 fee

After **30** days late - \$30 fee & customer locked out of space

After **80** days late - \$40 fee & customer lock removed and space inventoried

After **90** days late - contents of space will be disposed of

The customer calls on April 15th. They moved out of state, and forgot all about their belongings in storage. Assuming the customer just wants to pay (not move out), answer the following:

Using the delinquency schedule above, calculate the customer's total balance due on April 15th.

Besides the balance, what would you tell the customer?

Which do you think is most important: the product, the salesperson, or the company? Why?
