



## **Customer Service Representative (CSR)/Dispatch Applicants**

Applicants should have a good working knowledge in Microsoft Office Suite, and Chrome. You must be able to communicate clearly and pleasantly with our customers over the phone while placing reservations in the reservation system and in person. Good English and diction skills are required.

Currently we have 2 shifts per day and office hours are 6am to 11pm. WSSC operates 7 days a week, 363 days per year.

Interested applicants should fill out an application and attach a brief resume. These should be delivered to Joanne Skaar in our office at 639 Industrial Ave., Suite A, Oak Harbor, WA 98277.

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

PO BOX 1097  
Oak Harbor, WA 98277  
(360) 679-4003 Fax (360) 323-8894  
[admin@seatacshuttle.com](mailto:admin@seatacshuttle.com)  
[www.SeaTacShuttle.com](http://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, 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 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
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"/>
Facebook/Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outlook	<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.

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

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

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

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**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 I have read this application and the information given is complete and correct. I understand 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 which may result from furnishing such information. I acknowledge 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 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 based on race, color, sex, age, national origin, disability, veteran status, or other categories protected by law. It is our policy to fully comply with these laws, as applicable and information requested on this application will not be used for any purposes prohibited by law. I understand 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 which supplied the information.

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Applicant's Signature)



## Drugs and Alcohol Policy

Whidbey SeaTac Shuttle & Charter 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. If the results are positive you agree to reimburse Whidbey SeaTac Shuttle & Charter for the expense of the test. 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 which may affect cognition, motor skills that will in any way 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 office in Oak Harbor.

I have read and understand the above.

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Signature

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Print Name

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Date



## **New Hire Program for CSR/Dispatch The Interview, Evaluation, and Training**

The program for candidates involves an intensive, multi-step process. The training that we provide is valuable and very time consuming for all parties concerned. We make a significant investment in you.

**Step One: The interview:** At the interview, please bring 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, as well as 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 is part of the interview process; it is 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 minimum wage.

**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 ninety 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.

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Candidates Signature

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Date