

**DO YOU HAVE WHAT IT TAKES
TO BE A CUSTOMER SERVICE
REPRESENTATIVE FOR A PAWN USA?**

**WE ARE HAVING AN OPEN HOUSE FOR
INTERVIEWS ON:**

DATE: MARCH 6, 2014

TIME: 10AM – 4PM

**PLEASE PRINT OUT AND FILL IN THE
APPLICATION BELOW**

PLEASE BRING:

- **Completed Application**
- **Resume**

**811 EAST HIGHWAY 50
CLERMONT, FL 34711**

CUSTOMER SERVICE REPRESENTATIVE

Compensation: Hourly

Location: Clermont, FL 34711

Employee Type: Part Time

Job Type: Customer Service Representative

Experience: At least 1 year proven customer service

Are You the #1 Customer Service Representative in Clermont?

We are seeking a world-class customer service representative for our vibrant and growing business. As a customer service representative for A Pawn USA, you will have the pulse of our business, direct connection with our customers and the ability to work with all departments within the business.

Essential Duties and Responsibilities

- Greeting all customers with an energetic, positive attitude.
- Care for the floor area by keeping it filled with warmth & personality, as well as keeping the area tidy and supplied for customers.
- Meeting all of our customers' needs, as they come first.

Skills & Experience Required:

- Candidates must have at least 1 year as a customer service representative.
- Outstanding computer & internet skills.
- Exceptional people skills.
- This candidate should be able to pass a background check, along with a drug test.
- Ability to adapt to changes & multitask.
- Have a valid driver's license.
- EBay knowledge of buying & selling.
- Traits: Positive, warm, caring, mission-driven, proactive, confident, great listener, empathic, eye for detail, relationship builder, strong sense of urgency.

Preferred Specialties:

- Spanish Speaking



Date: _____

Employment Application

Applicant Information

Full Name: _____ D.O.B: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

_____ *City State ZIP Code*

Phone: _____ Email _____

Date Available: _____ Social Security No.: _____ Desired Salary: \$ _____

Position Applied for: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a felony or misdemeanor? YES NO

If yes, explain: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

References

Please list three professional references.

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

I authorize the verification of any or all information listed above.

If this application leads to employment...

_____ *I understand that false or misleading information in my application or interview may result in my termination at any point in the future.*

_____ *I understand that I will be subjected to background checks and random drug testing.*

_____ *I understand that there will be a 90-day probation period.*

_____ *I understand that I will be required to sign a non-disclosure and non-compete agreement.*

Signature: _____ Date: _____

Witness: _____ Date: _____