



Application | Full Time

About FuneralCall

FuneralCall is a subsidiary of FuneralCall Enterprises. FuneralCall is the premier answering service for businesses nationwide. We are available to our clients 24 hours a day, 7 days a week. *Our office never closes.*

It is our goal to provide the best customer service to our clients. Therefore we look for the following qualities in our employees: excellent customer service skills, exceptional verbal skills, good interpersonal skills, dependability, a sense of dedication, determination to succeed, the ability to multitask, a good sense of organization, the ability to remain positive in high-stress and fast-paced situations, the ability to perform successfully both as an individual AND as a member of a team, superb attention to detail, good analytical skills, a well-developed sense of responsibility, and the desire to learn through new experiences and challenges.

Our firm serves a diverse selection of clients. Many of our clients are served under our sister firm FuneralCall. As you can imagine, the funeral home profession serves during a very sensitive and fragile time for people. Therefore, mistakes in service are devastating and often irreversible. Families select a funeral home based on tradition and service, and the expectations are high. As a result, this clientele requires a high quality and accurate representation in an answering service.

It is in service and care for our customers that we require high expectations from our team members, always seeking to improve and enhance the experience we can provide.

JOB DESCRIPTION:

Position: Call Center Specialist

Call Center Specialist Job Duties:

- Answers phone lines and assist customers by obtaining verifying information, answering questions; offering assistance
- Enters received information into database.
- Keeps equipment operational by following established procedures; reporting malfunctions.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Skills/Qualifications: Customer Service, Customer Focus, Phone Skills, Listening, Verbal Communication, Data Entry Skills, Product Knowledge, Job Knowledge, Objectivity, Dependability, Multi-tasking

Please review some of our job requirements here:

- Must be a resident in the state of Georgia.
- Must be able to work in the call center.
- Dress Code: all employees must wear casual business attire.
- A Positive Attitude: Gossiping/negative attitude will not be tolerated.
- Attendance: All staff is expected to be on time and present for their scheduled shifts.
- Holidays: We are open ALL holidays. Employees are required to work on company recognized holidays. The holidays we recognize are New Year's Day, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day. You will be paid time and a half for these days.
- Equipment: Employees are required to purchase company headsets



SCHEDULES:

Full-time Flex Shift: These schedules are set at 32 hours per week but may be filled to 40 hours if scheduling requires. This schedule has a regular weekend rotation consisting of 1 full weekend off, 1 full weekend working and the remaining two weekends rotating which of the two days are worked. Hours fall within a diverse range depending on scheduling needs. [Any split shifts that may be required are paid out at \$1.75 more to provide gas compensation.]

Part-time Flex Schedule: These schedules are set at no more than 30 hours per week. This schedule has a regular weekend rotation consisting of 1 full weekend off, 1 full weekend working and the remaining two weekends rotating which of the two days are worked. Hours fall within a diverse range depending on scheduling needs. [Any split shifts that may be required are paid out at \$1.75 more to provide gas compensation.]

3rd Shift: This schedule varies between 9 PM and 8 AM and is a 10hr shift, 4 days a week.

COMPANY BENEFITS

Hourly Wages: Employees are paid according to hours of service and employees are paid biweekly. Our pay period is 7am Monday to 7am the following Monday. Employee reviews are performed annually and wage increases are based solely on performance, adherence to company policies/procedures and the ability to meet or exceed duties per job description and achieve performance goals.

- Employee paychecks are distributed every other Tuesday. Employee reviews are performed annually.

Paid Vacation Time: Full-time employees are eligible for paid vacation after one year with the company. For each year thereafter, eight hours of vacation time is added to available vacation time, up to 10 days per year.

Insurance: FuneralCall will reimburse employees for up to \$200.00 toward an insurance premium after an employee has been employed for 6 months. The remaining amount is paid by the employee. You may choose your own independent insurance provider. This is for an individual plan only.

Independent Retirement Account: Employees are eligible for the Simple IRA after one year of employment. FuneralCall will match up to 3% of the employee's gross wages.

Gym membership: FuneralCall will reimburse an employee half of a monthly charge for gym membership up to \$20.00 a month. Any sign up fees are the employee's responsibility. An employee must be on staff for at least 90 days before they are eligible and must attend 6 times per month in order to receive the reimbursement.

INSTRUCTIONS FOR NEW APPLICANTS:

1. **Application:** Complete the attached application & questionnaire & return at the time of interview.
2. **Typing Test:** Go to www.typingtest.com. Take any of the free typing tests available on that site. Then, EMAIL your results to: Omniypingtest@gmail.com.
 - **Do not** copy and paste the **link** to your results; you must copy and paste the whole page.
3. **Complete Test Script: *Below you will find a voice test script.*** It's designed to let us know how you will sound on the phone. Call the number listed in bold and read the 5 paragraphs listed in quotations. We will evaluate your recording. Please complete this ASAP in order to schedule interviews.

You must complete the typing test AND the voice script AND email back your questionnaire to be interviewed. If you have questions call 770-830-2800.

If you are called in to an interview, you will need to know the following information:

- **NO LATE ADMITTANCE** will be allowed for the interview. Be at least 15 min early.
- Interviews may be scheduled in groups.
- If you need to reschedule your interview, call 770-830-2800 to do so. If you fail to call and do not show for your interview, you will not be able to reschedule.
- The dress for the interview is business casual (no jeans, T-shirts, or other casual wear).

TEST SCRIPT

This test script allows us to see how you will sound on the phone. We will listen to your recording and evaluate your grammar, your manner of speaking and the strength of your accent. Please be sure to sound professional and apply yourself fully to this test script.

Practice reading the script to yourself a few times, both silently and aloud, before calling to record. This will help familiarize you to the content of the test script.

To complete the test script:

1. Call **770-838-3513**.
2. Leave your name, phone number and then your recording of the test script.

We will listen to the recording as soon as possible and follow up with you to discuss our next step.

Script:

“Many people believe that communicating effectively is merely a matter of finding and using the right magic words. They believe that if they use certain words in just the right order, they’ll get the results they need.

Unfortunately, these people may be wasting their precious time. Scientific research tells us that attempting to persuade by words alone can be as futile as trying to chop down a tree with a spoon.

In a study at UCLA, researchers found that in face-to-face encounters the actual words we use account for a mere 7% of the way we are perceived. We get most of the message, about 55% from facial expressions and body language. The remaining 38% comes from the quality of the speaker’s voice: pitch, tone, and inflection.

The implications of this are shocking. If anything about your voice is flat or distracting, annoying, or boring, you could be reducing your effectiveness by 38%!

Clearly, it’s not what we say but how we say it that counts.”



Applicant Questionnaire

Please answer the following questions as honestly and as detailed as you can.

1. Are you seeking full-time or part-time work?

Circle One: FULL-TIME PART-TIME

2. Are you capable of becoming comfortable with new computer programs and software within a reasonably short amount of time if trained on those programs and able to perform the same job requirements and at the same performance levels?

Circle One: YES NO

3. What are the strengths you feel you can bring to a customer service position?

4. Can you handle daily positive criticism/coaching of your performance?

Circle One: YES NO

5. Teamwork is vital to the growth and success of a company. Are you willing and able to work successfully in a team dynamic?

Circle One: YES NO

PERSONAL INFORMATION: (Won't necessarily exclude from consideration)

1. Have you ever been convicted of a felony? If so, please explain.
2. Have you ever been released from a previous position? If so, explain.
3. Have you ever received verbal or written disciplinary action at a previous position? Please explain.



Application for Employment

Personal Information

Name (First Middle Last) Last 4 digits of Social Security #

Present Address Apt. No. City State Zip Code

Permanent Address Apt. No. City State Zip Code

Phone # (Day & Evening)

Are you 18 years or older? Yes No

Desired Employment

Position / Schedule Seeking Available Start Date Salary Desired

Are you employed now? If so, can we contact your present employer?

Ever applied to this company before? If so, when?

Ever worked for this company before? If so, what is reason for leaving?

Who referred you to this company?

Education

High School Location Did you graduate?

College Location Did you graduate?

Trade or Business or Correspondence School Location Did you graduate?

General

Please list any subjects of special duty or research work.

Special Training

Special Skills



Former Employers

List below last three employers, starting with the most recent.

1. _____
Name of Previous Employer

| | | | |
|------------------------|----------------------|-----------------------|--------------|
| Address | City | State | Zip |
| Starting Date | Ending Date | Job Title | |
| Weekly Starting Salary | Weekly Ending Salary | May we contact? _____ | Yes _____ No |
| Name of Supervisor | Title | Phone | |
| Description of Work | | | |
| Reason for Leaving | | | |

2. _____
Name of Previous Employer

| | | | |
|------------------------|----------------------|-----------------------|--------------|
| Address | City | State | Zip |
| Starting Date | Ending Date | Job Title | |
| Weekly Starting Salary | Weekly Ending Salary | May we contact? _____ | Yes _____ No |
| Name of Supervisor | Title | Phone | |
| Description of Work | | | |
| Reason for Leaving | | | |

3. _____
Name of Previous Employer

| | | | |
|------------------------|----------------------|-----------------------|--------------|
| Address | City | State | Zip |
| Starting Date | Ending Date | Job Title | |
| Weekly Starting Salary | Weekly Ending Salary | May we contact? _____ | Yes _____ No |
| Name of Supervisor | Title | Phone | |
| Description of Work | | | |
| Reason for Leaving | | | |



References

| Name | Address | Phone # |
|----------|---------|---------|
| 1. _____ | _____ | _____ |
| 2. _____ | _____ | _____ |
| 3. _____ | _____ | _____ |

Military Service Record

| Branch of Service | Discharge Date | Rank |
|-------------------|----------------|-------|
| _____ | _____ | _____ |

Background

Have you ever been convicted of a felony? Yes No
If yes, explain. (Will not necessarily exclude you from consideration)

Have you ever been released from a previous position? Yes No
If yes, explain. (Will not necessarily exclude you from consideration)

Authorization

"I certify that the facts contained in this application are true and complete to the best of my knowledge. I understand that, if employed, falsified statements on this application shall be ground for dismissal.

I authorize investigation of all statements contained herein and the references and employers listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise. I release the company from all liability for any damage that may result from utilization of such information. I also understand and agree that no representative of the company has any authority to enter into any agreement for employment for any specified period of time, or to make agreement contrary to the foregoing, unless it is in writing and signed by an authorized company representative."

Please note: Every attempt is made to adhere to permanent operator schedules; however schedules may change with 24 hour notice due to changing call volume needs.

Signature _____ **Date** _____