

# HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA (HACA)

## ADMINISTRATIVE CLERK SUPPLEMENTAL QUESTIONNAIRE

The purpose of this questionnaire is to provide candidates the opportunity to elaborate on their qualifications and experience in specific job-related areas. Your written questionnaire responses and application will be reviewed and rated. Candidates who meet the minimum requirements *and* are the best qualified for the position will continue in the exam process.

### **DIRECTIONS:**

- It is critical that you respond to this supplemental questionnaire completely; however please limit your responses to one page for each question. Indicate your name on each page of your response.
  - **PLEASE BE ADVISED THAT** although you may possess the minimum requirements for this exam, you are not guaranteed advancement in the selection process.
  - Return your completed application and supplemental questionnaire immediately as the exam may close at any time. ***Applications submitted without a completed supplemental questionnaire will not be considered.***
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1. Describe your experience working with the public, including environments where you have daily interaction with a diverse population.
2. Describe your experience in: (a) providing customer service over the telephone or working in a call center, (b) assisting challenging customers, and (c) handling potentially urgent situations.
3. Give some examples of when you initiated teamwork or participated in a team, including the position you held at the time, your role and the result.
4. What type of data entry experience do you have? In your response include: (a) the tasks involved and (b) the type of data entered and software used.
5. Most of the documents and customer interactions for the Housing Authority staff are considered confidential and protected by law. Describe: (a) your experience working with confidential information, (b) the type of information, and (c) measures taken to protect confidentiality.
6. Describe your experience with document scanning and electronic filing including: (a) software products/programs in which you are proficient, (b) how you used such programs in previous jobs, and (c) the types of documents with which you worked.