**Customer Care Agent Application Form (temporary and permanent) **

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| Return to**:**  [**recruitment@anpost.ie**](mailto:recruitment@anpost.ie)to arrive no later than  Please use **BLOCK CAPITALS or TYPE** when completing this form. | | | |
| Personal Details: | Title:\_\_\_\_\_ Name: ­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Address: e-mail | | |
| Phone No(s): | | PPS Number (1st and last 3 digits) | |
| Date of birth: | | Applicants must be aged 18 to commence employment in An Post | |
| Please provide details of your pc skills: | | | |
| Have you worked in An Post before?  State **YES** /**NO:** | | | Section: Manager:  From (Month/Year) To (Month/Year) |
| Please give details of your previous position(s) with An Post, highlighting your main responsibilities and any particular achievements:    Have you ever availed of voluntary severance or early retirement from An Post? State **YES** or **NO**: | | | |
| Please state highest level educational examination/qualification successfully completed/awarded.  State year awarded and name of institution/college | | | |
| Please tick box to indicate level of fluency in Irish - High Intermediate Low None  Please provide details | | | |
| Please give details of most relevant **Customer Contact/Care** employment, highlighting your main responsibilities and any particular achievements:   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **From  (Month/ Year)** | **To (Month/Year)** | **Role/Position** | **Company/ Business** | **Key Responsibilities/ Achievements** | **Reason For Leaving** | |  |  |  |  |  |  | |  |  |  |  |  |  | |  |  |  |  |  |  | | | | |
| Please demonstrate, by example, your ability to work under/be coached by a Team Leader. | |  | |
| Please demonstrate, by example, your ability to work to high customer care standards. | |  | |
| Please demonstrate, by example, your ability to thr in a team-based environment. | |  | |
| Please provide any other particularly relevant information in consideration of your application (e.g. personal achievements, training courses, voluntary/community work, additional languages). | | | |

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| When are you available to start? |
| Please provide the name, address and contact number for three persons whom we can contact for references; ideally two references should be from your previous employer and one reference should be a character referee who **should not** be related to you. Referees will **not** be contacted until the final stages of the selection process.   |  |  |  | | --- | --- | --- | | 1. **Employer Referee** | 1. **Employer Referee** | 1. **Character Referee** | |
| ***LEGALLY EMPLOYABLE***  You must be legally entitled to reside and to work 37.5 hours per week in this state. Are you an Irish Citizen or a citizen of a member state of the European Economic Area (EEA)? (EEA countries are the European Union member states and Norway, Iceland and Liechtenstein)**.** State **YES** or **NO:\_\_\_ If YES are you citizen of Bulgaria or Romania** State **YES** or **NO: \_\_\_\_\_**  Do you need a work permit and/or visa to live or work in Ireland?State **YES** or **NO: .** If you answered “**No**” then complete the following statement in your own words:*I do not need an employment permit or visa to work and live in Ireland because*  ***SECURITY***  A criminal record does not automatically disbar anyone from employment with An Post but because of the nature of An Post’s business, the need to maintain customer confidence and to protect the Company’s assets, interests and reputation, conviction for certain criminal offences or related issues could be considered incompatible with employment in An Post.  **Please note An Garda Síochana will fully disclose all relevant information on record to An Post.**  Have you ever been convicted of a criminal offence or have you ever been the subject of police investigation, police caution or other legal proceedings which if known to An Post would reasonably give rise to concerns as to your suitability for employment: State **YES** or **NO:**  If you answered “**Yes**” then please supply details of the dates, type of offence and the outcome, penalty or sentence imposed by the Courts.  Where you have lived overseas in the last ten years and are being considered for employment you must provide an appropriately authorised record (and certified translation if necessary) of criminal offenses/convictions (null or otherwise) for those overseas addresses in last ten years.  ***FITNESS FOR ROLE***  Do you have any disability or medical condition that would prevent you from performing any aspects of the work for which you are applying (e.g. bending/ lifting with boxes of paper/ files etc; transacting Company business by phone, e-mail, face to face; using keyboards, Visual Display Units etc.) or do you require special equipment or arrangements to be able to do such work in a satisfactory manner? State **YES** or **NO**:  If you answered “**Yes**” then describe your disability or medical condition or indicate what special equipment or arrangements you require to do such work in a satisfactory manner. *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*  ***DECLARATION***   * I declare that I am not currently contracted as a Postmaster/Postal Agent for An Post * I declare that, to the best of my knowledge and belief there is nothing on the grounds of health which would preclude me from performing my duties in a consistent and satisfactory manner and I agree to undergo a medical examination should I progress to the final stages of the selection process. * I declare that there is no reason on the grounds of my character why I should not be considered for this position and I consent to my referees being contacted and my references checked * I authorise An Post to have a full security check conducted on me on behalf of An Post and that these checks may be carried out by a reputable third party on behalf of An Post. * I also declare that I am fully competent and fully capable to undertake the duties of the post. * I certify that all of the above information provided by me in respect of this application for employment in An Post is complete and accurate and I understand that failure to disclose any information which, if known to An Post, might cause the Company to question my suitability for employment, will disqualify my application or may result in my dismissal if employed by An Post. * I understand that my application will not be progressed to an offer of employment should **any** of the foregoing reference, security and medical checks be unsatisfactory to An Post.   **Data Protection**  I consent to the Company using personal data, including sensitive personal data as defined by the Data Protection legislation, supplied by me or obtained by third parties, for the legitimate purpose required to administer my application for employment in An Post.  Signed: Date: |