

## Vashon Island Fire & Rescue District Structured Resume Questionnaire

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### I. Introduction:

The purpose of a structured questionnaire is for the applicant to provide very specific and detailed information about his/her work experience, aptitude, and job skills. A secondary and equally important purpose is for VIFR to learn more about the applicant's ability to organize materials and present them in a professional manner.

### II. Due Date:

Please return your completed Structured Resume Questionnaire no later than the close of business which is 5:00 PM, on Wednesday, February 14, 2018. You may email your response to the questionnaire including the sample documents to [Rehlers@vifr.org](mailto:Rehlers@vifr.org) or by mailing the information to Vashon Island Fire & Rescue, Attn: Raechel Ehlers, PO 1150, Vashon, WA 98070, or by dropping off your documents at 10020 SW Bank Rd on Vashon.

### III. Instructions

- Limit your completed questionnaire to no more than 4 pages
- Make sure your name is on all materials that you return to Vashon Island Fire & Rescue
- Include only copies of any sample documents you wish to include in your responses to the questionnaire. Do not send original documents as the information submitted will not be returned.

### IV. Questionnaire

1. Please provide specific examples of what steps or processes you rely on to ensure that you are successful in accomplishing deadlines as scheduled, producing a product that contains limited errors/mistakes, and have been successful in delivering the work product as requested.
2. Describe your experience preparing written materials for public information or review, i.e., such as informational documents advising employees about organizational procedures or processes; information to customers or clients about services they may access; or general informational memorandums, newsletters or flyers. Applicants may submit no more than 3 (three) sample documents; the number of pages of the samples will not be included in the total count of 4 pages for the applicant's response to the structured resume.
3. Describe your experience in resolving a particularly difficult or challenging problem specific to purchasing supplies or explaining limitations of services to clients of your employer. How did you go about solving the problem and what were the results of your efforts?
4. Providing exceptional services to those that live, visit, and work on Vashon Island is a top priority for VIFR. Although it is our mission to provide exceptional customer

services, we will not always be successful in meeting the all needs or demands. VIFR must work within the guidelines of appropriate service, safety, and patient specific procedures; local and state laws; and above all, what is best for all that we serve. In your role as the Administrative Assistant, how will you provide customer service to an individual that is unhappy with the service they received and continues to complain even after it is clear no further assistance can be provided based on VIFR protocol and procedures?

Please include in your written response at least two examples of when you may have encountered a similar situation in your current or former.