



Denver Community Federal Credit Union

Application For Employment

Denver Community Federal Credit Union is an Equal Opportunity Employer and does not discriminate on the basis of age, race, sex or sexual orientation, pregnancy, marital status, creed, national origin, veteran status, or disability.

Last Name	First Name	Middle Name
Address	City	State
Home Telephone	Work Telephone	Social Security Number

Position(s) Applied For

Are you seeking full-time part-time temporary employment

How Did You Learn About Us?

- Newspaper
- Employment Agency
- Other _____
- Friend
- Relative
- Inquiry
- Colorado Credit Union League
- Internet

Best time to contact you at home is: _____ : _____ a.m. / p.m.

If you are under 18 years of age, can you provide required proof of your eligibility to work? ___Yes ___No

Have you ever filed an application with us before? ___Yes ___No
If yes, give date _____

Have you ever been employed with us before? ___Yes ___No
If yes, give dates _____ Position held _____

Do any of your friends or relatives work here? ___Yes ___No
If yes, state name, relationship and location _____

Are you currently employed? ___Yes ___No

May we contact your current employer? ___Yes ___No

Are you prevented from lawfully becoming employed in this country because of Visa or Immigration Status? (Proof of citizenship or immigration status will be required upon employment.) ___Yes ___No

Date available for work _____ / _____ / _____ What is your desired salary range? _____

Can you travel if a job requires it? ___Yes ___No

Have you used another name which we should know to verify the information in this application? ___Yes ___No
If yes, what is it? _____

Have you ever been fired or asked to resign from a position? ___Yes ___No

Have you ever been convicted of any crime of theft? ___Yes ___No

Have you ever been convicted of any crime of violence? ___Yes ___No

Have you ever been held responsible for a breach of fiduciary duty? ___Yes ___No

If you have answered yes to any of the previous four questions please indicate the state, year, and nature of the incident.

Education

School

Address

Course of Study

Years Completed

Diploma/Degree

High School

Undergraduate College

Vocational School

Graduate/Professional

Other Applicable Training
(Specify)

Work Experience

Start with your present or last job. Include any job-related military service assignments and volunteer activities. You may exclude organizations which indicate race, color, religion, gender, national origin, disabilities or other.

Employer	Dates Employed From To	Work Performed
Address	Telephone (area code) + number	
Job Title(s)	Hourly Rate/Salary Starting Ending	Supervisor
Reason For Leaving	May We Contact? ___Yes ___No	

Employer	Dates Employed From To	Work Performed
Address	Telephone (area code) + number	
Job Title(s)	Hourly Rate/Salary Starting Ending	Supervisor
Reason For Leaving	May We Contact? ___Yes ___No	

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Reason For Leaving	May We Contact? ___Yes ___No	

Please explain any gaps in employment or write additional comments here.

Describe any specialized training, apprenticeship, skills and/or extra-curricular activities.

Special Skills

___ Terminal	___ Spreadsheet	___ PC
___ Mac	___ Word Processing	___ Typing (WPM=___)
___ Shorthand (WPM=___)	___ Desktop Publishing	___ Ultra Data
___ ALPS	Other: _____	

References

Name	Phone Number	Years Known	Relationship to You/Occupation
1.	() ___ - _____		
2.	() ___ - _____		
3.	() ___ - _____		

Representations

All information entered on this application and on any other forms completed or to be completed by me in connection with my application are true and correct, and any misrepresentation or concealment of information will be reason for non-consideration for employment and/or dismissal after hire. For consideration of employment, I approve investigation of: reference checks, credit reports, criminal/civil history, motor vehicle records and I understand that my employment is subject to my being bondable. If I accept employment at DCFCU, I agree to provide proof of eligibility for employment as specified by the Immigration and Naturalization Reform Act of 1986, and I agree to work within a smoke-free environment. I understand that a medical examination may be required only after an offer of employment is made, but the offer can be made conditional upon the results of the examination. Lastly, I understand my employment may be terminated by me or DCFCU at any time, for any reason allowed by law, notwithstanding any employment policies or procedures adopted by DCFCU.

Signature

Date



Denver Community Federal Credit Union

Authorization and Consent for Release of Information

In accordance with the Fair Credit Reporting Act, we reserve the right to perform Pre/Post Employment Background searches on all employees hired by Denver Community Federal Credit Union. This release and authorization acknowledges that now or at any time while you are employed by us, you authorize a verification of : Previous employment, personal worker's compensation claims, and any criminal/civil history information that may be on file in any federal, state, county or local court and/or any information deemed necessary to fulfill job requirements. All information obtained is within the Fair Credit Reporting Act or public information and is kept STRICTLY CONFIDENTIAL. Information may be gathered by Cheque Connection, Inc., and provided to Denver Community Federal Credit Union.

Name (Typed or Printed)	Social Security Number
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Maiden/Former Name(s) and Dates Used

Driver's License Number	State	Date of Birth (Optional)
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Current Address	City	State/Zip	How long?
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Former Address	City	State/Zip	How long?
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Former Address	City	State/Zip	How long?
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I do hereby certify that the information provided by me is true and complete to the best of my knowledge. I have read and understand this is a consent for a Consumer Report and I authorize the release of this information to be used for employment purposes.

Signature	Date
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Authorized by	Date
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Denver Community Federal Credit Union

Affirmative Action Information

It is the policy of Denver Community Federal Credit Union to provide equal employment opportunity to all qualified applicants for employment without regard to race, color, religion, national origin, sex, age, veteran status or disability. As an affirmative action employer under E.O. 11246 we invite all applicants to identify themselves as indicated below.

Completion of this form is voluntary and in no way affects the decision regarding your application for employment. This form is confidential and will be maintained separately from your application forms.

PLEASE PRINT

Name: _____ Date: _____

Position applied for: (list only one) _____

What is your race/ethnic origin?

What is your sex?

White

Male

Hispanic

Female

American Indian/Alaskan Native

Black

Asian Pacific Islander

Other

Denver Community Federal Credit Union

Service Standards

Should you be hired for a position with Denver Community Federal Credit Union, you would be expected to meet the service standards outlined below. If you are willing to commit to meeting the service standards, please sign the back of this form and return it with your application for employment.

Serving members extends to all credit union personnel. If you are not serving a member face to face or on the phone, you are serving an employee who is. Service standards are expected to be followed by everyone and are to be applied to co-workers as well as members.

Acknowledge – All members should be acknowledged and greeted with a sincere smile upon entering. Acknowledge the member's presence by looking up and establishing eye contact. Visually show the member they are important.

Recognize – Refer to the member by name at least once during any conversation or transaction. Always use Mr., Mrs., or Miss unless the member has instructed otherwise.

Focus – Your service goal is to focus 100% on the member. Each employee is expected to give undivided and individual attention to every member.

Courtesy – Excuse yourself if it is necessary to leave a member temporarily, whether on the phone or in person. Never leave a member alone or on hold for longer than is absolutely necessary. If necessary, have the member take a seat or offer to phone them back while you investigate.

Phone Service – Call will be answered within three rings. Each call is to be answered "Thank you for calling Denver Community, this is _____, how may I help you?"

Member Needs – Determine member's needs by clarifying their requests, offering alternatives and always suggesting the appropriate credit union product and services. Mention any current promotions. Actively pursue the member's business.

Communication – Be sensitive when communicating with co-workers and members. Speak clearly and directly. Avoid using jargon, slang and language that may be incorrect or unprofessional.

Respect – Show respect to others by always giving the member or co-worker the benefit of the doubt. Judge favorably first. Empathize. Don't blame.

Correspondence - Ensure external and internal written correspondence is professional, error free and accurate before mailing. Respond to written correspondence within three days.

Proactive – Actively look for ways to continually improve service to members and co-workers at all times.

Confidentiality– Maintain confidentiality. Always keep communication discreet.

Thank You – End each encounter with the member by thanking them and asking “is there anything else I can help you with?”

Concern – Listen to member’s suggestions and show concern for their inquiries. Take member complaints seriously and react quickly. Follow up to insure the member is satisfied.

Responsibility – Take full responsibility of any member request. Be accurate, follow through and follow up with information promised within the timeframe stated. Take ownership.

Exceed Expectations - Always attempt to exceed member’s expectations. Perform all requests with a smile and a “glad to help you” attitude. “Delight” the members to insure that each encounter ends with total satisfaction.

Appearance – Each employee will be appropriately dressed and groomed according to the credit union guidelines. Take pride in yourself and your work area from the parking lot to your own desk or work area.

Image – Be a credit union ambassador inside and outside of work. Always project a positive image.

Confidence – Show confidence by knowing your job well. Be knowledgeable, offer alternatives **and** solutions – not problems. Don’t fake it – find out. Always say “I can” instead of “I can’t.”

If hired, I understand I will be expected to satisfactorily fulfill each of the above service standards and I commit to doing so.

Applicant Printed Name: _____

Applicant Signature

Date