

**University of Arkansas Department of IT Services**  
**Customer Service Operations Application for Hourly Employment**

(This includes the General Access Computing Labs, HelpDesk, and Student Technology Center)

Date: \_\_\_\_\_ Term Applied For: \_\_\_\_\_  
Name: \_\_\_\_\_ SSN# \_\_\_\_\_  
UARK email: \_\_\_\_\_ Alternate email: \_\_\_\_\_  
Local Phone: \_\_\_\_\_ Permanent Phone: \_\_\_\_\_

Local Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_

Permanent Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_

Class Year: \_\_\_\_\_ Major: \_\_\_\_\_

In Case of Emergency, Notify:  
Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Are you currently enrolled in regular classes at the University of Arkansas? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, in how many hours are you currently enrolled? \_\_\_\_\_

Do you qualify for the work-study program? Yes \_\_\_\_\_ No \_\_\_\_\_

Please list all customer-service skills/experience:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list all computer-related skills/experience:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other related skills:  
\_\_\_\_\_  
\_\_\_\_\_

List three (3) references (on-campus preferred) that we may contact:

Name	Address	Telephone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____

List related work experience, current or most recent first:

_____	_____	_____	_____
Employer:	From:	To:	Position held:
_____	_____	_____	_____
Employer:	From:	To:	Position held:
_____	_____	_____	_____
Employer:	From:	To:	Position held:

Last Name:

Local Phone:

**Preferred Work Areas:** please indicate your preferred areas of interest.

<u>WorkStation</u>	<u>Yes</u>	<u>No</u>	<u>Prefer</u>
Help Desk			
Student Technology Center			
GACs			

**Mark an X in the time slots you are available to work:**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
07:00-07:30							
07:30-08:00							
08:00-08:30							
08:30-09:00							
09:00-09:30							
09:30-10:00							
10:00-10:30							
10:30-11:00							
11:00-11:30							
11:30-12:00							
12:00-12:30							
12:30-13:00							
13:00-13:30							
13:30-14:00							
14:00-14:30							
14:30-15:00							
15:00-15:30							
15:30-16:00							
16:00-16:30							
16:30-17:00							
17:00-17:30							
17:30-18:00							
18:00-18:30							
18:30-19:00							
19:00-19:30							
19:30-20:00							
20:00-20:30							
20:30-21:00							
21:00-21:30							
21:30-22:00							
22:00-22:30							
22:30-23:00							
23:00-23:30							
23:30-24:00							

What range of hours per week would you consider? Minimum: \_\_\_\_\_ Maximum: \_\_\_\_\_

Maximum days per week: \_\_\_\_\_ Maximum hours per day: \_\_\_\_\_

\*Although every consideration will be given to your preferences, there can be no guarantees that you will receive the number of hours or specific days that you desire.

\*It is imperative that you have your classes scheduled before submitting this application.

\*Most labs must be open and staffed the first day of class.

\*Applications must be resubmitted each semester.

\*You may work a maximum of approximately twenty-eight hours per week total for ALL University of Arkansas jobs!

\*You must be available once a semester just prior to the beginning of classes for regularly scheduled staff meetings.

\*The University of Arkansas is an equal opportunity/affirmative action employer.