

**SENIOR SALES SUPERVISOR**

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**I. Purpose of the Position:** Manages a team to consistently achieve individual, departmental, and organizational goals. Directs, controls and coordinates all functions within the role by finding ways to increase the number of loans funded.

**II. Key Responsibilities and Accountabilities:**

- Supervises and coordinates the activities of team by ensuring performance standards are met and by recommending measures to improve performance and increase efficiency.
- Confers with upper management to identify, plan and develop methods to obtain greater efficiency including coordinating staff based upon volume to achieve daily goals and objectives.
- Prepares, analyzes and submits various reports to senior management.
- Closely monitors team by browsing accounts, answering team member questions, side by side coaching and listening of customer calls to determine coaching opportunities and training & development needs.
- Provides direction and support, clear expectations, encouragement, and motivation to team members by meeting regularly, delivering feedback and recognition, and by completion of annual performance evaluations.
- Assists team members with escalated customer calls and resolves customer complaints.
- Recommends, initiates, and delivers personnel actions such as corrective action when necessary.
- Documents and closely monitors team members' time and attendance tracking.

**III. Knowledge, Skills, Abilities, and Other Requirements:**

- Bachelor's Degree preferred from an accredited four-year college of university or equivalence in comparable job experience.
- A minimum of 3-5 years of experience in sales or collections with direct management experience, preferably in a call center environment.
- Intermediate computer skills with proficiency in MS Word, Excel and Outlook.
- Highly motivated to achieve organization goals and objectives.
- Able to effectively manage multiple priorities with delegation of staff assignments to achieve team objectives.
- Ability to be a self-starter capable of managing multiple projects simultaneously while maintaining attention to detail.
- Excellent written and verbal communication skills.
- Strong interpersonal skills used in developing strong working relationships and effective listening skills.
- Excellent decision-making, problem solving and conflict resolution capabilities.
- Ability to work in a fast-paced, time sensitive and confidential environment.

**APPLICATION FOR EMPLOYMENT**

All offers are contingent upon:

- (1) Passing an employment background screen
- (2) Providing the legally required proof of your identity and authorization to work in the United States; and
- (3) Signing the UPPER LAKE PROCESSING SERVICES'S Employee Handbook and related documents.

The accuracy and completeness of this application will be verified, a criminal background investigation will be conducted and, for applicable positions, a credit check may be requested. Additionally, if you are applying for a position requiring driving, your DMV records may be gathered.

Honest disclosures regarding criminal, driving, military and employment records are not an automatic bar to employment – all circumstances will be considered. But, incorrect or incomplete statements may be cause for your rejection before employment or your dismissal after employment.

**Instructions For Completing Application**

- Signatures must be authentic and in ink or you may e-sign with a statement of verification in the email that returns this form.
- Fill out all pages of the application completely and accurately.
- Include at least a 5 year work history and explain all periods of unemployment.
- You may attach your resume to the hard copy of this document, but do not use it as a substitute for completing the application. By attaching your resume to the hard copy of the application, you are certifying the accuracy of its contents.
- Please ask a Human Resources Representative if you have any questions or need assistance.

PERSONAL DATA		
<b>Name (Last)</b>	<b>(First)</b>	<b>(Middle)</b>
<b>Address: (Number &amp; Street)</b>		<b>(City) (State) (Zip Code)</b>
<b>Home Phone: Area Code</b>	<b>Alternate Phone: Area Code</b>	<b>Are You 18 Years Old Or Older?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Former Names Used:</b>	<b>E-Mail Address:</b>	<b>Are You Legally Authorized To Work In The US?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>List Relatives Working At Upper Lake Processing Services:</b>	<b>Have You Ever Applied To Upper Lake Processing Services?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If Yes:</b> <b>When:                      Where:</b>	<b>Have You Ever Been Employed By Upper Lake Processing Services?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If Yes:</b> <b>When:</b> <b>Supervisor:</b>

GENERAL/SKILL DATA		
Position(S) Applying For: Position Title:	Salary Desired:	Where Did You Learn Of The Position? Please Give Specific Name Of Person, Web Site, Agency Or Otherwise.
Type Of Work Applying For: <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Temporary <input type="checkbox"/> Intern	Are You Able To Work Overtime As Required? <input type="checkbox"/> Yes <input type="checkbox"/> No Would You Accept Shift Work? <input type="checkbox"/> Yes <input type="checkbox"/> No	

EDUCATION & TRAINING					
Education	School Name And Location (City & State)	Dates Attended (Mo./Yr.)		Major/ Minor	Degree Or Units Completed
High School		Not Necessary For High School		NA	Na
University/ Colleges		<u>From</u>	<u>To</u>		
University/ Colleges		<u>From</u>	<u>To</u>		
Graduate School(S)		<u>From</u>	<u>To</u>		
Trade/ Business School(S)		<u>From</u>	<u>To</u>		

U.S. MILITARY SERVICE				
Period Of Service:		Service/Branch	Final Rank	Major Duties
From (Mo./Yr.):	To (Mo./Yr.):	MOS	Special Training	

EMPLOYMENT HISTORY			
Please Give Employment History For The Past 5 Years Starting With Most Recent Employer. If Needed, There Is Additional Space For Employment History At The End Of The Document.			
Company Name Address	Job Title & Major Duties	Supervisor Name & Phone Number	Dates Employed (Mo./Yr.) & Salary
Present Or Most Recent Employer:  City/State:  Phone No:	Job Title:  Reason For Leaving:	Name/Title:  Phone No:  May We Contact? <input type="checkbox"/> Yes <input type="checkbox"/> No	From To: Final Base Salary Per Commission / Bonus: \$

Company Name Address	Job Title & Major Duties	Supervisor Name & Phone Number	Dates Employed (Mo./Yr.) & Salary
<b>Next Previous Employer:</b>  <b>City/State:</b>  <b>Phone No:</b>	<b>Job Title:</b>  <b>Reason For Leaving:</b>	<b>Name/Title:</b>  <b>Phone No:</b>	<b>From    To:</b> <b>Final Base Salary</b> <b>Per</b> <b>Commission /</b> <b>Bonus:</b>
Company Name Address	Job Title & Major Duties	Supervisor Name & Phone Number	Dates Employed (Mo./Yr.) & Salary
<b>Next Previous Employer:</b>  <b>City/State:</b>  <b>Phone No:</b>	<b>Job Title:</b>  <b>Reason For Leaving:</b>	<b>Name/Title:</b>  <b>Phone No:</b>	<b>From    To:</b> <b>Final Base Salary</b> <b>Per</b> <b>Commission /</b> <b>Bonus:</b>

**PROFESSIONAL REFERENCES**

LIST TWO OR THREE REFERENCES WHO HAVE KNOWN YOU IN A PROFESSIONAL OR BUSINESS CAPACITY (e.g., CO-WORKERS, CUSTOMERS) FOR AT LEAST ONE YEAR. DO NOT LIST RELATIVES OR FORMER SUPERVISORS. REMEMBER TO INCLUDE PHONE NUMBERS.

- 1.
- 2.
- 3.

**APPLICANT AUTHORIZATION (READ CAREFULLY)**

I certify that the facts contained in this application for employment with UPPER LAKE PROCESSING SERVICES (and any attachments thereto) are true and complete to the best of my knowledge, and I understand that any falsification, misrepresentation or deliberate omission of facts will be sufficient reason for refusal of employment or cause for dismissal, if employed. I further understand that due to the nature of the Company's business, I may, if employed, be required to work overtime or shifts which include nights, Saturdays and Sundays.

I authorize UPPER LAKE PROCESSING SERVICES to conduct a background check and to investigate and verify all information provided in the application and/or interview. Further, I authorize, by my signature below or copy thereof, my current and former employers, schools and personal references to give all information concerning my education, employment, experience, and performance (including employment dates, salary, reasons for my cessation of employment) and any pertinent information they may have, personal or otherwise, to UPPER LAKE PROCESSING SERVICES. I also release all parties from any and all liability and waive any claim against all or any parties resulting from furnishing such information to UPPER LAKE PROCESSING SERVICES or its agents.

Additionally, I understand that nothing contained in this application or in any policies, procedures or handbooks I might receive, and nothing said to me in my interview, is intended to or shall be deemed to create an employment contract UPPER LAKE PROCESSING SERVICES and me. No promises regarding employment have been made to me, and I understand that no such promise or guarantee is binding upon the Company unless it is in writing and signed by the PRESIDENT of the Company. I understand and agree that if I am employed by UPPER LAKE PROCESSING SERVICES, my employment, including compensation and benefits, can be terminated, with or without cause, with or without notice, at any time, at the option of either the Company or me. If employed, I agree to comply with all Company rules and regulations and understand such rules and regulations can be modified at any time the Company determines that it is necessary, except for the right for either the Company or me to terminate employment at any time for any reason.

**Signature:**

**Date:**