**Please do not respond to this email but forward your responses to Angie Zimmerman as indicated below. Do not change the subject line of this email when you reply.**

Thank you for your interest in career opportunities with Xerox Business Services, LLC. . We appreciate having the opportunity to review your resume for the Customer Care Analyst position.

Below you will find a prescreen questionnaire for these particular positions. To be considered for these positions, please answer the questions below and e-mail it back within two business days or 24 hours if possible. If you need more time to complete the questions, let me know.  If you receive this exact prescreen more than once, it is because you have applied to more than one position and you only need to reply once.

**In the same e-mail, please attach a copy of your resume in MS Word format.**

For more information about Xerox Business Services, LLC. , please visit our web site at [www.xerox.com/businessservices](http://www.xerox.com/businessservices)

We are currently prescreening candidates for this position to determine qualifications. Qualified candidates will be referred to the hiring manager for review and will be notified of next steps.

Please let me know if you have any questions and best of luck to you!

Sincerely,

***Angelina R. Zimmerman***

***Sr. Recruiter***

***Global Talent Acquisition and Staffing***

***Xerox Business Services, LLC***

***Cary/Raleigh, NC***

***www.xerox.com/businessservices***

***p: 919-454-1246***

***Angelina.Zimmerman@xerox.com***

***https://www.linkedin.com/in/angelinazimmerman***

***People with disabilities who need a reasonable accommodation to apply or compete for employment with Xerox Services may request such accommodations by sending an e-mail to accommodations@xerox.com.***

**Technical Questions:**

What is your current job title/company?

How many years of professional analytical experience do you have?

On a scale of (1-5; 1 being little or no experience and 5 being advanced), please ***rate and describe*** your level of experience in the following areas:

1. System/Report Analysis

2. Root cause analysis

3. Interacting with and presenting to clients   
  
4. Ad hoc analyses/reporting requests

5. Determining and documenting business requirements

Please describe and rate your experience with PeopleSoft Database, Excel, any automated testing tools and Access.

Describe your experience with Six Sigma initiatives.

Do you have experience I developing metrics that provide data for process management and indicators for future improvement opportunities?

In regards to project management, please describe your experience managing multiple projects and meeting deadlines.

How many years of experience do you have within the HR and/or Benefits Outsourcing industry?

How many years of experience do you have in benefit plan administration? Please describe.

Describe your experience with administration and implementation in the following discipline areas:

* Defined Benefits
* Defined Contributions
* Health and Welfare

Describe your experience with Carrier Interface Files.

Do you Six Sigma experience?

Do you have experience with working in an environment that includes strict deadlines?

Describe your experience analyzing and interpreting business requirements?

What is your proficiency level with the following programs? Please rank on a scale of 1 to 5 with 1 being never used and a 5 being an expert.

Microsoft Project

Word

Excel

Power Point

Visio

SQL

Mainframe experience

Describe a time when written and verbal communication skills were a large part of your job.

What are your top 3 strengths?

**Interpersonal Questions:**

How would your colleagues describe you?

How would your previous manager describe you?

**Miscellaneous Questions:**

What is your educational background? List degrees and certifications.

Where are you located? Please note there is no relocation provided for this position.

What would motivate you to change positions? What are you looking for in a position/company?

Why are you interested in this position?

What is your annual current compensation (if currently unemployed, list most recent salary)?

What are your annual salary requirements? Please provide a number or a range. Please do not list negotiable.

What percentage of time are you willing to travel for your job?

Are you authorized to work in the US?

When would you be available to interview onsite?

When are you available to start a new position?

Have you ever been employed with ACS or Xerox before?

If yes, give dates and WIN # :

From: To:

WIN:

What is the best contact number for you?

**Thank you for completing the prescreen questionnaire!**