



Job Application Form

Form must be completed by all Applicants

Section1: Position Details

Title: Customer Relationship Manager
Salary: \$94,624.00 – 106,452.00 per annum
Term: Contract for 3 years

Section 2: Personal Details

Full Name:	Gender:
Residential Address:	Contact Telephone No:
Contact Address:	Date of Birth:

Section3: Education Details

Most recent qualification	Major Area of Study	Institution Attended	Date Started	Date Finished

Section 4: Training History (Courses Relevant to Selection Criteria ONLY)

Course Title	Brief Description of Course	Date	Duration (in days)

Section 5: Employment History

Current / Most recent Position

Employer's Name:	Date started:	Duration (in years):
Position Title:	Number of Staff report to you:	
Main Responsibilities:		

Next Previous Position

Employer's Name:	Date started:	Duration (in years):
Position Title:	Number of Staff report to you:	
Main Responsibilities:		

Next Previous Position

Employer's Name:	Date started:	Duration (in years):
Position Title:	Number of Staff report to you:	
Main Responsibilities:		

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Section 6: Selection Criteria

Based on an analysis of the duties of this position as determined by the Board and Management of the Company, set out below are the criteria that will be used in assessing the suitability of each Applicant for the position.

It is the Applicant's responsibility to:

- 1. indicate aspects of their work experience which will indicate their ability to satisfy each criterion;**
- 2. complete this form in a true and accurate way (failure to do so will disqualify the Applicant); and**
- 3. supply supporting documentation should they be called for short-listed interviews.**

Note: If you feel the need to supply additional arguments to support your fulfillment of the selection criteria listed below then please attach that information to this application form.

1. A commerce degree in Finance, Business Administration or Marketing or an equivalent field. (Essential)
2. At least 7 years of relevant experience in the marketing & promotion, public relations and customer services. (Essential)
3. Proven Excellent written and oral communication skills in Samoan and English. (Essential)

4. Ability to work as a pro-active team member. (Essential)

5. Proven knowledge and understanding of UTOS Management and Trust operations, UTOS investment portfolio, investors and key shareholders. (Essential)

6. Proven experience in interacting with the media community, including media conferences and press release. (Desirable)

7. Good computer skills; familiar with MS Office software and graph designs. (Desirable)

8. Proven experience in banking, investment, finance or managed funds. (Desirable)

9. Proven experience in development of effective strategies for marketing & promotion, public awareness campaigns and road shows. (Desirable)

10. Proven experience in conducting presentations to large audiences and public consultations. (Desirable)

Section 7. Knowledge of Language

Indicate your mother tongue by ticking a box below:	Speak	Read	Write
1. Samoan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Others (please specify): 1. 2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 8. Referees (Essential)

(An Applicant is required to provide three (3) written references from respected referees, two (2) of which are previous employers with their up – to – date contact details.

First and Last Name	Current Employer / Position	Telephone Number	Email Address

Section 9. Police Report (Essential)

ALL Applicants **MUST** provide a Police Report (issued within the last 6 months) from the Samoa Ministry of Policy, together with this Application Form. Applications without a Police Report are rejected and will be returned immediately to the Applicant.