Tip Sheet: Search & Apply for 3M Jobs

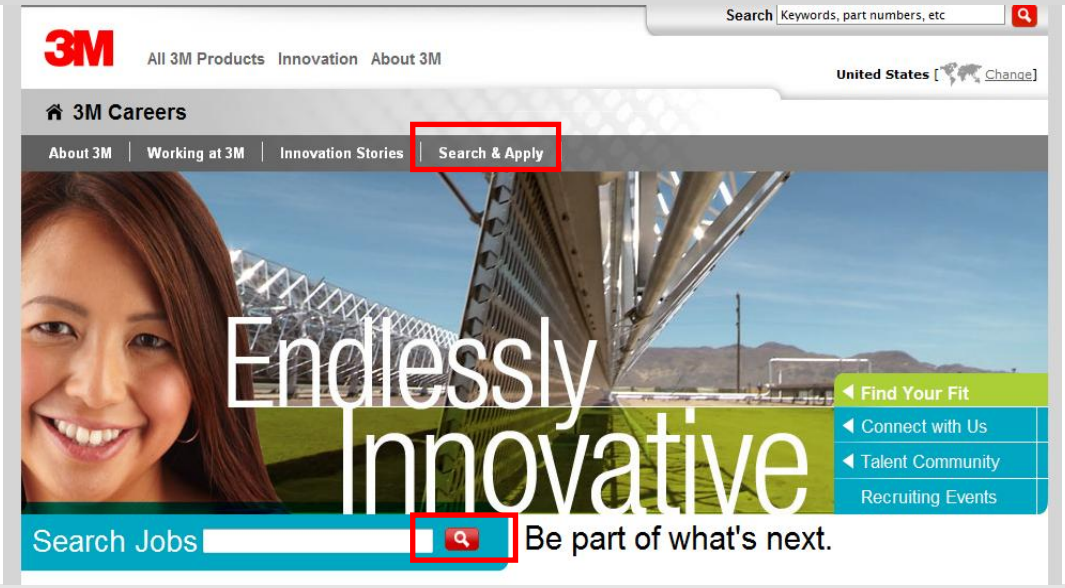
Use this tip sheet to learn how to search and apply for jobs at 3M.

Welcome to 3M Careers!

From the main 3M Careers website, click on your geographic area, and then your country.

Note: The language used for the country site is shown on this page (e.g. **United States – English)**.

To begin your job search, click on **Search and Apply**, or click the red Search button shown.

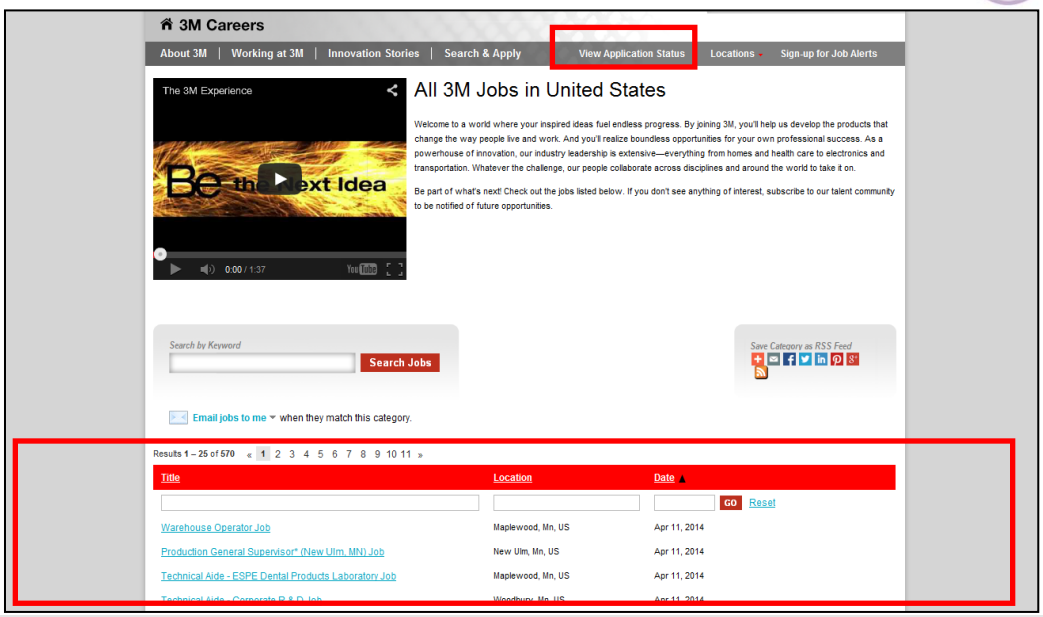


The 3M Careers landing page for your Country displays.

Review information about 3M and our career opportunities on this page.

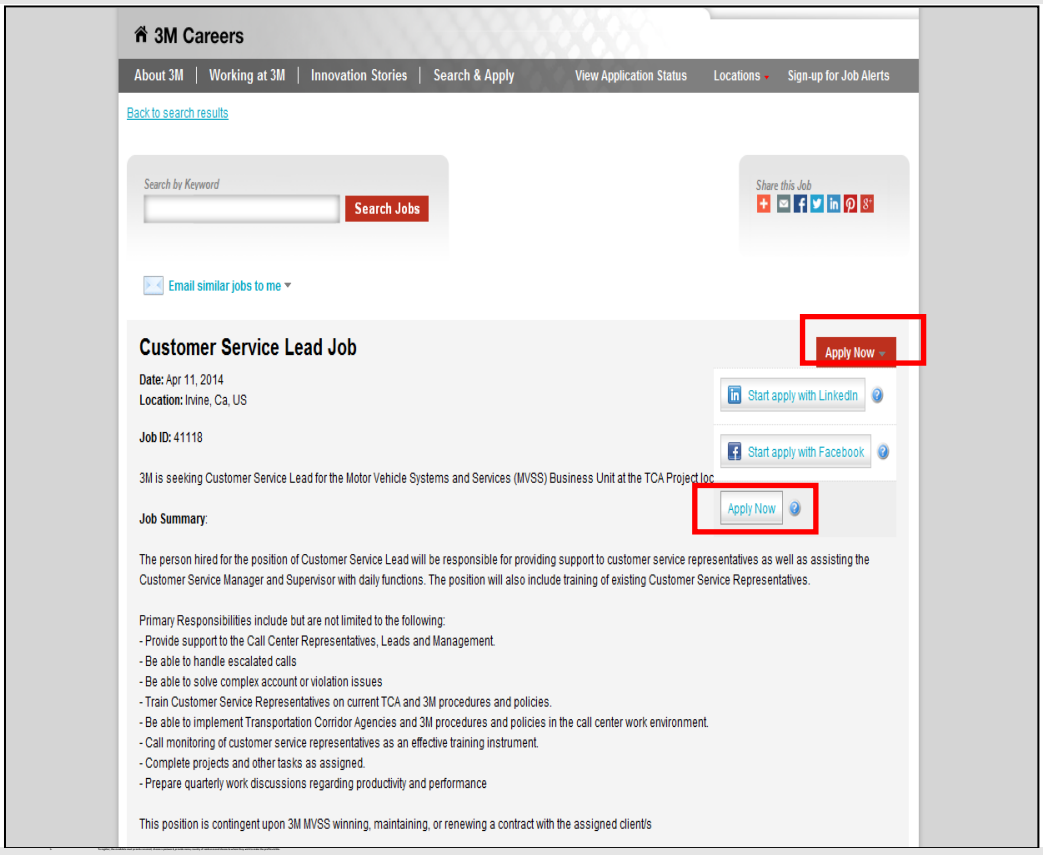
Refine your job search. Click on a job title below to begin the application process.

Note: If you have an account and are a returning user, click on **View Application Status** to log in directly to the system.



Review the job description, job qualifications, and additional information shown.

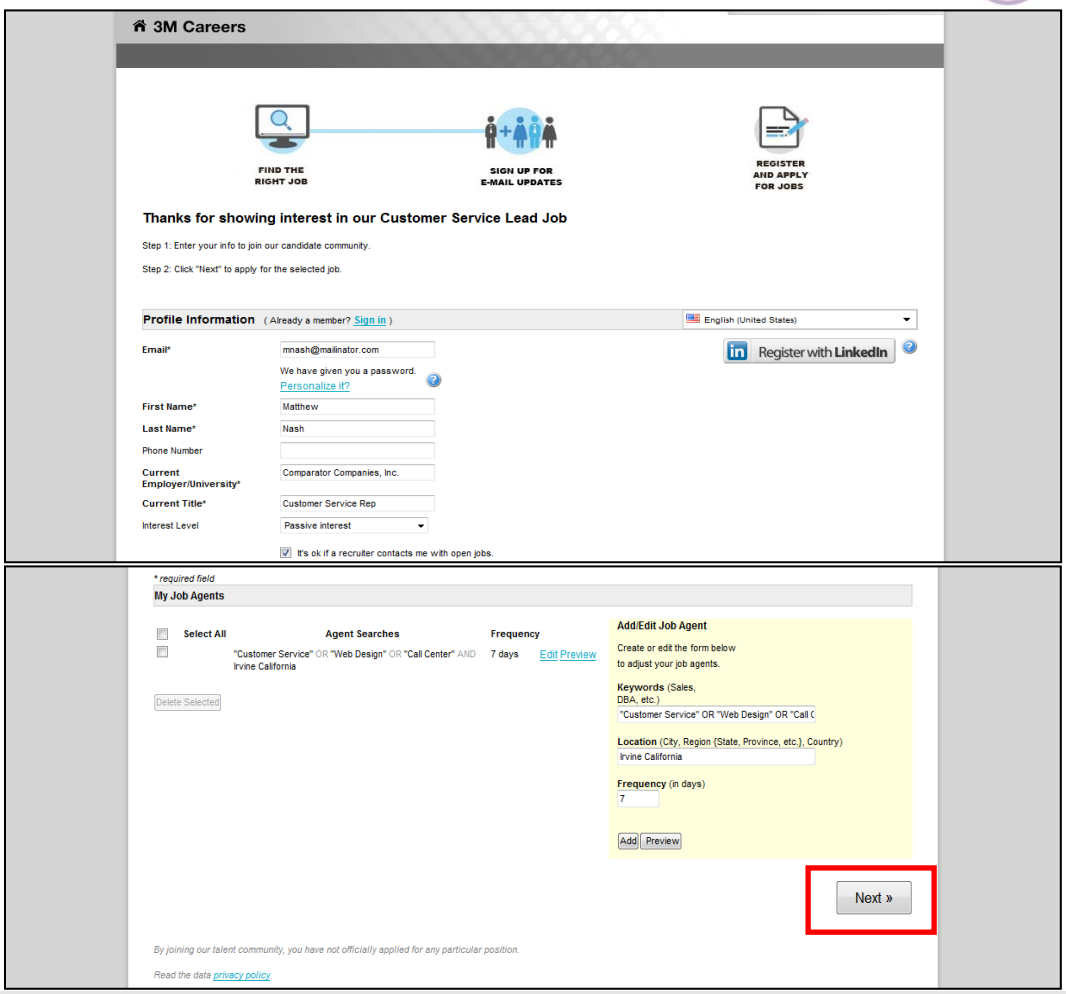
Click the red **Apply Now** button to continue the process.



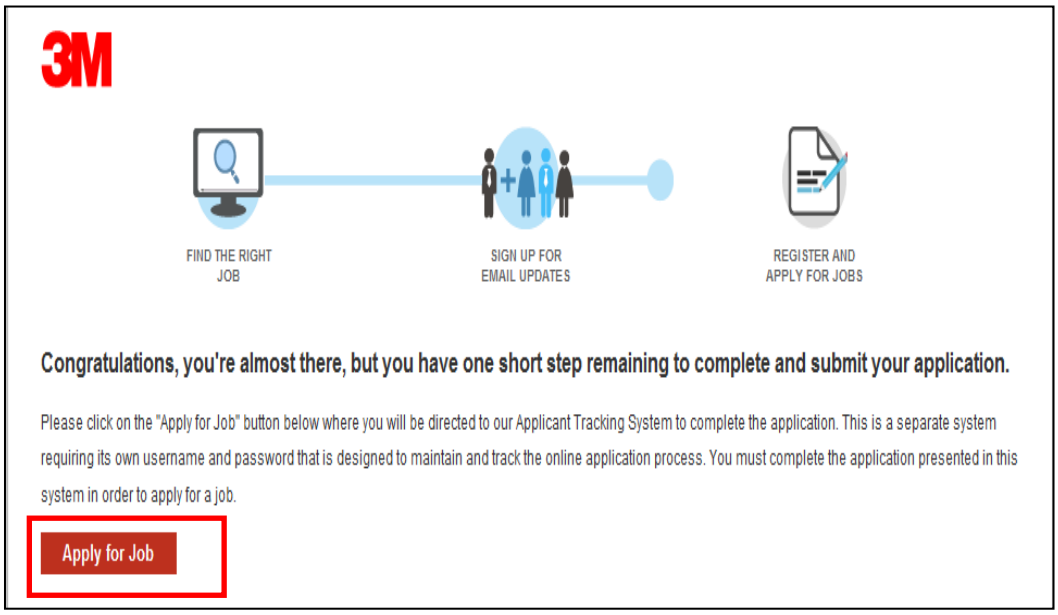
Provide your basic profile information to join our 3M Talent Community.

You may also use this page to set up a “Job Agent” in order to set up alerts to your email address regarding new 3M career opportunities.

After completing the information, click the **Next** button.



Click on the **Apply for Job** button.



Click on the blue **Apply** button on the Job Description page.

Sign In | English US (English US)

Career Opportunities: Customer Service Lead (41118)

Requisition Number **41118** - Posted **04/11/2014** - **EN** - **Traffic Safety and Security Di** - **00001** - **400192** - **Service** - **TCA** - **Non-Production** - **Hourly** - **Customer Service** - **Permanent** - **Full-time** - **United States** - **California** - **Irvine**

Job Description Print Preview

Apply | Apply using LinkedIn™ | Save Job | Email Job to Friend | Return to List

3M is seeking Customer Service Lead for the Motor Vehicle Systems and Services (MVSS) Business Unit at the TCA Project located in Irvine Be part of what's next!

Job Summary:
The person hired for the position of **Customer Service Lead** will be responsible for providing support to customer service representatives as well as assisting the Customer Service Manager and Supervisor with daily functions. The position will also include training of existing Customer Service Representatives.

Primary Responsibilities include but are not limited to the following:

- Provide support to the Call Center Representatives, Leads and Management.
- Be able to handle escalated calls
- Be able to solve complex account or violation issues
- Train Customer Service Representatives on current TCA and 3M procedures and policies.
- Be able to implement Transportation Corridor Agencies and 3M procedures and policies in the call center work environment.
- Call monitoring of customer service representatives as an effective training instrument.
- Complete projects and other tasks as assigned.
- Prepare quarterly work discussions regarding productivity and performance

This position is contingent upon 3M MVSS winning, maintaining, or renewing a contract with the assigned client/s

Basic Qualifications:

- High School Diploma / GED or higher
- Previous experience working in customer service and/or a call center environment

Click on **Create an Account** to create a new account and profile within the 3M applicant tracking system, and to proceed to apply for the job.

Note: If you already have an account, sign in with your email address and password.

English US (English US)

Career Opportunities: Sign In

Have an account?
Please enter your login information below. Both your username and password are case sensitive.

* **Email Address:**

* **Password:**

Sign In | Forgot your password?

Not a registered user yet?
Create an account to apply for our career opportunities.

Go Back

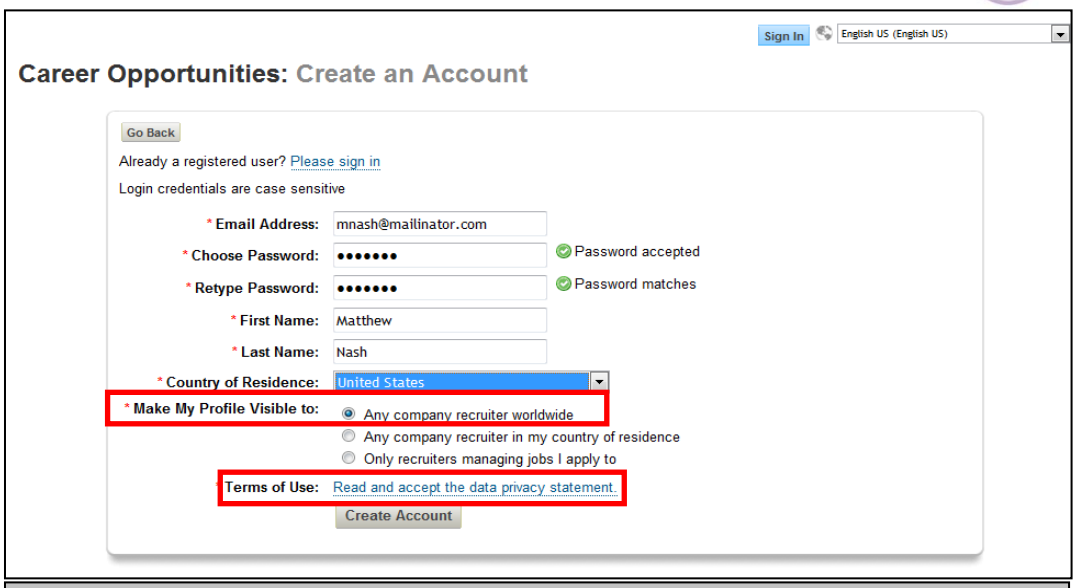
Provide the required information.

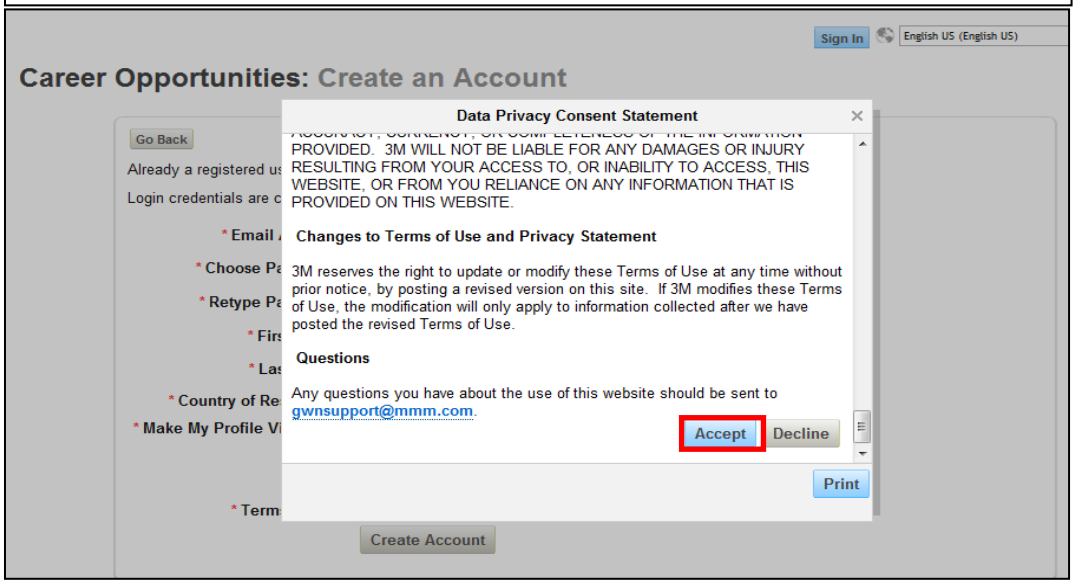
Select your desired profile visibility setting.

Click on the link to **Read and accept the data privacy statement.**

Below, review the statement and click **Accept** to continue.

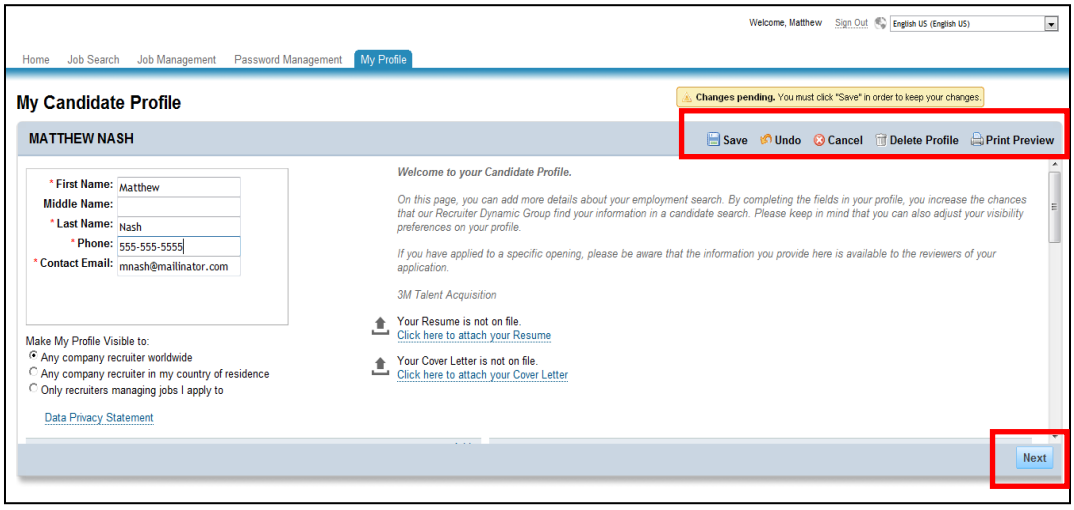
Note: If you choose to decline the agreement, you will not be able to create a profile with 3M.





On the **My Candidate Profile** page, filled out all required fields and upload your resume and cover letter.

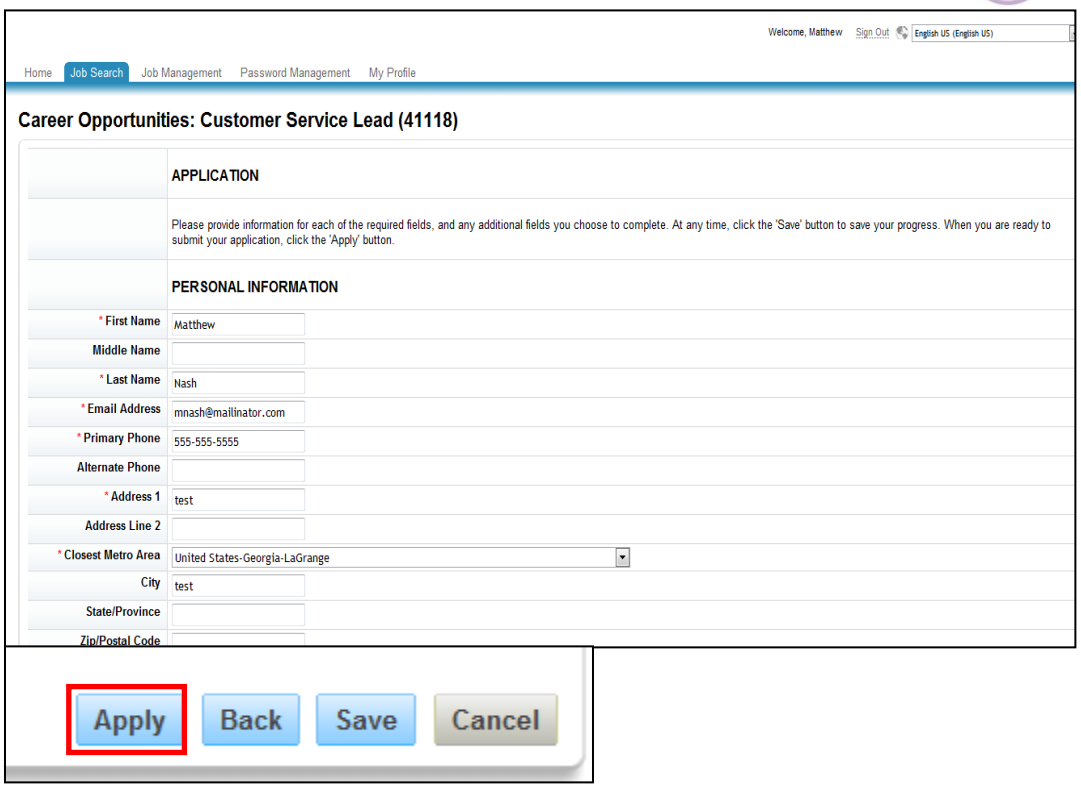
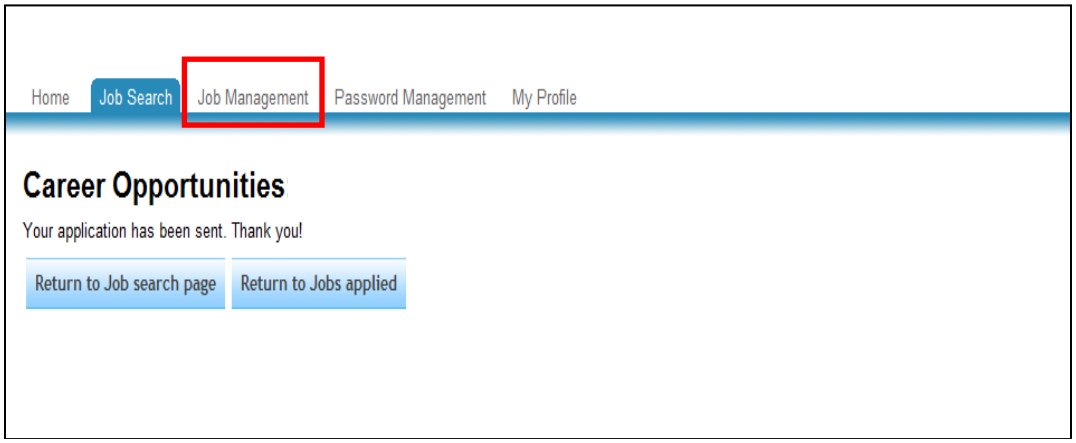
Note: The resume/cover letter on the **My Candidate Profile** page will be your default files for all future applications. If you choose not to upload the documents here, you can upload a job-specific resume/cover letter on the next page.



Provide information for all of the required fields on the application.

If desired, attach a job-specific resume and cover letter on this page.

When ready to submit, click the **Apply** button.



Note: You will not receive an auto-generated email confirming your application. however, you may log in to the site and click on **Job Management** at any time to view the status of your application.