



Customer Service Representative

Recognized as one of the most progressive utilities in Alaska, Alaska Power & Telephone (www.aptalaska.com) currently provides service to communities located above the Arctic Circle, deep in the Wrangell Mountains and throughout the islands of Southeast Alaska.

We have a full time opening for a **Customer Service Representative (CSR) in Skagway, Alaska**. This position will sell and promote services of the company will dealing with new and existing customers. Responsibilities also include taking power and telecom service orders and payments, answering phones, assisting customers, balancing daily cash, handling customer billing (charges, credits, etc.), assisting with inventory and various other administrative support duties as assigned.

We are looking for a dependable, unflappable person who excels at juggling multiple tasks and providing exceptional customer service. Our ideal candidate is a person who is driven to serve our customers with a positive “can-do” attitude, who is great with people, eager to learn and can communicate effectively in a fast-paced work environment.

Candidates must be available to work 8:00am-5:00pm Monday through Friday.

Candidate Qualifications Required

- High School Diploma or GED
- 1-2 years of experience in an office or face-to-face customer service
- Proficient with MS Office Suite/10-key skills
- Valid driver’s license and ability to be insured by AP&T
- Ability to pass a pre-employment background and drug test
- Ability to periodically travel to other properties and meetings as required
- Proven ability to cope with Alaska’s harsh weather & challenging environment

We offer competitive compensation & benefits; if you have great customer service skills, are self-motivated and want to work for a stable company, please apply today! There is no relocation benefit for this position.

Applications are only accepted online. Please apply with your cover letter and resume in a single document at:
<https://careers-hrpmsi.icims.com/jobs/3050/customer-service-representative/login>

Applications must be submitted by 5pm (AKDT) on Friday, April 19th, 2019.

EEO Employer/Vets/Disabled and Drug and Alcohol-free workplace