



## **Customer Service Representative**

Recognized as one of the most progressive utilities in Alaska, Alaska Power & Telephone ([www.aptalaska.com](http://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 Tok, Alaska**. Responsibilities include taking power and telecom service orders and payments, answering phones, assisting customers, balancing daily cash, handling customer billing, assisting with audits, 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
- Previous office or customer service experience; minimum 6-12 months preferred
- 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
- Proven ability to cope with Alaska's harsh weather & challenging environment

AP&T is a small employee & investor owned, non-union utility. We offer competitive wages and an attractive compensation and benefits package. If you are self-motivated and want to work for a stable company, please apply today! There is no relocation benefit for this position. **NO PHONE CALLS PLEASE.**

Applications are only accepted online. Please apply at: <https://careers-hrpmsi.icims.com/jobs/3083/customer-service-representative/job>

**Applications must be submitted by 5pm (AKST) on May 17th.**

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