



Customer Service Representative – Haines

Alaska Power & Telephone has a full-time position open for a **Customer Service Representative (CSR) in Haines**. This position will sell and promote the products and services of the company, in addition to supporting new and existing customers. Responsibilities include receiving power and telecom service orders and payments, answering telephones, 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, reliable individual, who excels in multitasking and providing exceptional customer service. Our ideal candidate is a person who is driven to serve our customers with a positive attitude with the ability to follow through with the customers' needs. The candidate must be great at interacting and communicating with people. This individual must be eager to learn and work effectively in a fast-paced work environment.

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

Job Duties and Responsibilities:

- Receive and process service orders in person and by telephone
- Answer complex service calls, follow through the situation, and resolve the issue for the customer
- Competent and professional in explaining notices and invoices to customers
- Professionally communicate with customers in regard to invoices and collection
- Service-oriented and able to resolve customer grievances
- Complete tasks in a daily timeframe
- Process and complete daily billing and monthly reporting and billing
- Tasks include receiving and processing daily payments, completing and processing billing, as well as entry of all invoices and credits
- Other duties as assigned

Education and Experience Requirements:

- High School Diploma or GED
- 1-2 years of experience in an in-office customer service setting
- CPR and First Aid certification (if not current, AP&T will provide training)
- Flagger Certification (AP&T will provide training)

Other Qualifications:

- The team member must:
 - be proficient with MS Office Suite / 10-key skills

- have a valid Alaska driver's license and ability to be insured by AP&T
- have the ability to periodically travel to other properties and meetings / trainings as required
- have the ability to pass a pre-employment background and drug test
- have the ability to safely lift up to 30lbs
- be trainable and have excellent communication skills
- have excellent customer service skills and a positive attitude

Physical Requirements of the Job:

- Work will be performed in a standard office environment with regularly scheduled working hours
- Sitting for prolonged periods of time, with schedule breaks
- Standing, reaching, and bending
- Overtime may be required

The starting rate of pay is \$21 per hour. AP&T offers a generous benefit package including (but not limited to) a \$5000.00 annual medical travel reimbursement, up to \$125 annual medivac reimbursement and employee stock ownership options. Recognition of our employees is important to AP&T's values. We like to continuously show appreciation and recognition within our teams. AP&T is a small non-union utility serving over 40 Alaskan communities and villages. For more information about our organization, please visit <https://www.aptalaska.com/>.

Interested? Apply today at:

<https://aptalaska.workbrightats.com/jobs/859633-176045.html>

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