

**Customer Service Representative – Craig**

Alaska Power & Telephone has a full-time opening for a **Customer Service Representative (CSR) in Craig**.

This position will sell and promote services of the company, while helping new and existing customers.

Responsibilities include taking power and telecom service orders and payments, answering phones, assisting customers, balancing daily cash, handling customer billing, 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.*

**Required Qualifications**

* 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
* Ability to periodically travel to other properties and meetings as required
* Proven ability to cope with Alaska’s harsh weather & challenging environment

**Physical Requirements:**

* The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
* Employee must maintain a constant state of mental alertness at all times. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
* Essential and marginal functions may require maintaining physical condition necessary for bending, stooping, sitting, walking or standing for prolonged periods of time; most of time is spent sitting in a comfortable position with frequent opportunity to move about. Work is mostly performed from a sedentary posture.
* The employee is regularly required to hear, talk, sit and use hands and fingers to operate a keyboard and phone.
* The employee may be occasionally required to reach with hands and arms and lift, handle, or move objects weighing up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust vision.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Some modest local and distant travel via automobile or airplane may be required to support departmental or organizational functions or objectives.*

**The pay range for this position is $22.00 per hour**

AP&T offers a generous benefit package including (but not limited) to medical, dental, vision, 401K, (plus more) a $5000.00 annual medical travel reimbursement, up to $125.00 annual medivac insurance reimbursement and employee stock ownership options, $150.00 in company logowear. 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, employee-owned utility serving over 40 communities and villages.

For more information about our amazing careers click here: [AP&T Recruitment Video on Vimeo](https://vimeo.com/794686938/df8e979825)

For more Information on our organization please click here: [Home - AP&T (aptalaska.com)](https://www.aptalaska.com/)

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