



Customer Service Representative-Skagway, Alaska

Alaska Power & Telephone has a full time opening for a **Customer Service Representative (CSR) in our Skagway Location**. This is not a remote position. This position will sell and promote services of the company while assisting new and existing customers. Responsibilities also include receiving power and telecom service orders and payments, answering phones, assisting customers, balancing daily cash, handling customer billing (charges, credits, etc.), 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 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 7:00am-4:00pm 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 periodically travel to other properties and meetings / trainings as required
- Ability to pass a pre-employment background and drug test
- Proven ability to cope with Alaska's harsh weather & challenging environment

The pay range for this position is \$22.00 per hour and is DOE. 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 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 Alaskan communities and villages.

For more information about our organization, please visit <https://www.aptalaska.com>

Interested? Apply online at:

<https://aptalaska.workbrightats.com/jobs/1062867-176045.html>