



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 the services of the company while assisting new and existing customers.

Join our team and look forward to career stability. We offer advancement within the company. Customer Service Representatives typically follow a career path with step increases as they gain proficiency and opportunities for supervisory roles with the Customer Service department. CSRs also have opportunities for transfer into other departments and specialty positions. Our CSR's have been successful progressing into internal roles such as Helpdesk Technician, Credit & Collections Specialist, Administrative Assistant, Safety & Training Specialist, CSR Supervisor, Billing Manager, CSR Manager & Marketing Specialist. 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.

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-keyskills
- 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

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

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The pay for this position is \$24.00-\$27.00 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.

Interested? Apply online at:

<https://aptalaska.workbrightats.com/jobs/1215633-176045.html>

Interested in careers with AP&T? Click here: [Careers - AP&T \(aptalaska.com\)](https://www.aptalaska.com/careers)

For more information about our organization, please visit:

[https:// www.aptalaska.com](https://www.aptalaska.com)