



## **Customer Service Representative – Craig, Alaska. Alaska Power & Telephone (AP&T)**

Are you looking for a meaningful career in a close-knit community where your work truly makes a difference? Alaska Power & Telephone is seeking a full-time Customer Service Representative (CSR) in Craig, Alaska. This is an in-person role—not remote—serving as a vital connection between our company and the customers who rely on us every day.

### **About the Role**

As a CSR, you'll be the friendly face and helpful voice of AP&T. You'll assist customers with power and telecom services, process payments, answer calls, and support billing and administrative tasks. You'll also help promote our services and ensure every customer interaction reflects our commitment to reliability and care.

### **What We're Looking For**

We're seeking someone dependable, calm under pressure, and passionate about helping others. You thrive in a fast-paced environment, enjoy learning new things, and communicate clearly and kindly.

### **Minimum Qualifications**

- High School Diploma or GED
- 1–2 years of office or customer service experience
- Proficiency with Microsoft Office and 10-key
- Valid driver's license and insurability by AP&T
- Willingness to travel occasionally for training or meetings
- Ability to pass a background check and drug screening. May be subject to random testing without notice.
- Resilience to Alaska's rugged weather and remote conditions

### **Compensation & Benefits**

- Starting pay: \$24.00/hour (DOE)
- Generous benefits package, including medical, dental, vision, and 401(k)
- \$5,000 annual medical travel reimbursement
- Up to \$125 annual medevac insurance reimbursement
- Employee stock ownership options
- \$200.00 in company logowear
- Ongoing employee appreciation and recognition

### **Why AP&T?**

We're a small, employee-owned utility serving over 40 Alaskan communities and villages. Our team is deeply rooted in the places we serve, and we take pride in keeping the lights on and the lines connected. At AP&T, you're not just an employee—your part of a mission to support rural Alaska's future.

Interested? Apply here: <https://aptalaska.workbrightats.com/jobs/1276085-176045.html>

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