



Customer Service Representative-Petersburg or Wrangell, Alaska

About Us:

Alaska Power and Telephone Company (AP&T) is dedicated to delivering reliable utility services to our customers across Alaska. We pride ourselves on our commitment to safety, customer satisfaction, and community support. We are currently seeking a passionate and customer-oriented individual to join our team as a Customer Service Representative in our Petersburg or Wrangell location.

Position Overview:

As a Customer Service Representative, you will be the first point of contact for our customers, assisting them with inquiries, resolving issues, and providing information about our services. You will play a vital role in ensuring our customers receive exceptional service and support.

Key Responsibilities:

- Respond to customer inquiries via phone, email, and in-person, providing accurate information about services and billing.
- Handle customer complaints with empathy and professionalism, working to resolve issues in a timely manner.
- Process service requests, billing inquiries, and account changes accurately and efficiently.
- Maintain detailed records of customer interactions and transactions.
- Collaborate with other departments to address customer concerns and improve overall service delivery.
- Stay updated on company products, services, and policies to provide informed assistance to customers.
- Participate in training and development opportunities to enhance product knowledge and customer service skills.

Qualifications:

- High school diploma or equivalent; additional education or training in customer service is a plus.
- Previous experience in customer service or a related field preferred, ideally in the telecommunications or utility industry.
- Strong communication skills, both verbal and written, with the ability to convey information clearly and effectively.
- Excellent problem-solving skills and the ability to remain calm under pressure.
- Proficient in using computer systems and software; experience with NISC is a plus.
- A customer-centric attitude with a passion for helping others.

Why Join Us?

- Competitive salary and benefits package.
- Opportunities for professional growth and development.
- A supportive and collaborative work environment.
- The chance to contribute to the well-being of communities across Alaska.

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

The starting wage for this position is \$24.00 per hour plus benefits

At AP&T, we value our employees and are committed to providing a comprehensive benefits package that supports your health, well-being, and financial security. As a small, non-union, employee-owned utility serving over 40 communities and villages in Alaska, we believe in recognizing and appreciating our team members. Our benefits include:

- Medical Insurance: Comprehensive medical coverage to ensure you and your family are well taken care of.
- Dental Insurance: Coverage that helps maintain your oral health.
- Vision Insurance: Benefits for eye care and vision correction.
- 401(k) Retirement Plan: A robust retirement savings plan to help you prepare for the future.
- Annual Medical Travel Reimbursement: Up to \$5,000 for Alaska residents to assist with medical travel expenses.
- Medivac Insurance Reimbursement: Up to \$125 annually for medivac insurance expenses.
- Employee Stock Ownership Options: Opportunities to become a shareholder in the company, aligning your interests with the success of AP&T.
- Company Logo Merchandise: A \$150 allowance for company logo apparel, fostering team spirit and pride.
- Employee Recognition Programs: Ongoing appreciation initiatives to recognize and celebrate the contributions of our employees.

Application Process:

If you are enthusiastic about providing outstanding customer service and want to be part of a dedicated team at Alaska Power and Telephone Company, we would love to hear from you!

Please click here to apply:

<https://aptalaska.workbrightats.com/jobs/1160092-176045.html>

Alaska Power and Telephone Company is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

To learn more about our company click here: [About Us - AP&T](#)

Interested in Careers with AP&T? : [AP&T Recruitment Video on Vimeo](#)