



Position At A Glance

Copper Valley Electric Association is accepting applications for the position of Customer Service Representative in the Copper Basin (Glennallen) District.

Essential Responsibilities

- Provide courteous and prompt customer service
- Demonstrate strong organizational skills to manage multiple tasks efficiently and effectively
- Communicate clearly and professionally, both in writing and verbally
- Proficient in Word, Excel, Email, Teams, and 10-key operation
- Accurately collects, records, and accounts for cash receipts
- Process customer service requests and supports Operations with new construction
- Prepare trouble reports and notifies customers of scheduled outages
- Perform daily and monthly billing tasks and collection efforts
- Relay radio and telephone communications to appropriate personnel in a timely manner
- Open and close the office

Education and Experience

- A valid, or the ability to obtain, Alaska Driver's License
- A high school diploma or equivalent
- Two years of general office experience to include telephone and in-person reception, filing, knowledge of office machines, cash collection, and computer data entry experience
- Electric utility experience is preferred

The starting salary is \$25.00 per hour.

Applications will be accepted until 12:00 p.m., Monday, September 29.

The Customer Service Representative reports to the Customer Service Supervisor. There will be a probationary period of six months for the successful applicant.

Information and application can be found at:
cvea.org/careers

Questions?
Contact
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Admin & HR
Manager
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Email
application to:
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