



**American Samoa
Power Authority**

Human Resource Department, Tafuna
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PUBLIC JOB POSTING

<i>Position Title</i>	CS Representative I (2)	<i>Posting Date</i>	September 3, 2024
<i>Department</i>	Customer Service	<i>Deadline</i>	September 16, 2024 – 4:00 p.m.
<i>Division</i>	Technical Support		
<i>Position Type</i>	Career Service - 12 months' probation	<i>Pay Rate</i>	\$8.21/hr - \$8.54/hr
<i>Reports To</i>	Customer Service Supervisor	<i>Job Grade/Status</i>	D/4/A – D/5/A, Non-Exempt

Major Duties & Responsibilities

The primary objective of the position is to process ASPA Customer Payments and service requests. Duties include: processing credit card, debit meter, online payments and miscellaneous transactions; respond to ASPA customer billing in person or phone inquiries; balance daily cash drawer and assist with cash close-out, research discrepancies as needed; perform general administrative / clerical activities understands the technical aspects of ASPA operational functions; receive and handle customer inquiries, service requests, complaints, etc. pertaining to ASPA services; assist to answer and direct trouble calls and main line calls; issue customer service orders; monitor, follow-up and ensure prompt closure of service orders after completion; present and maintain a courteous working relationship and professional image when dealing with customers and the; assist ASPA Customer Service Operations as needed.

Minimum Requirements

<i>Education</i>	Associate of Arts/Science in Business/Marketing and/or Accounting.
<i>Experience</i>	Three years of efficient and progressive customer service experience; experience in working in Call Center or similar environment; proven computer skills including experience with AS400, Microsoft Excel & Word; accustomed to working long and/or flexible hours including weekends and evenings.
<i>Skills, Abilities, Job Requirements</i>	<p><u>Ability to:</u> interpret and explain utility policies and procedures to customers; organized and can handle multiple demands through independent judgment and personal initiative.</p> <p><u>Skilled in:</u> Computer literate and competent with Microsoft Office software; have excellent verbal/ written communication skills and a team player.</p> <p>The successful candidate must speak and understand both Samoan and English; have excellent communication skills; be a good listener and a creative problem-solver. He or she must be able to perform multiple tasks assigned and be an organized self-starter. Knowledge and experience in utility operations a plus as well as a proven excellent attendance record. Must have pleasant manners with respect to customers and the public alike, be honest when handling cash and be willing to work long shifts to cover other areas of CS when needed.</p>

Qualified applicants: Please submit a completed ASPA employment application to ASPA, Tafuna (address listed above) by the deadline listed or via email to humanresource@aspower.com. Attach copies of credentials and transcripts. Candidates selected for hire must pass examinations (when applicable), pre-employment clearances & test negative on pre-employment drug test. ASPA reserves the right to waive education and experience requirements as necessary. **No phone inquiries accepted.**

An Equal Opportunity Employer * A Drug Free Workplace