



**American Samoa  
Power Authority**

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## PUBLIC JOB POSTING

<i>Position Title</i>	<b>CS Representative I</b>	<i>Posting Date</i>	<b>February 19, 2026</b>
<i>Department</i>	<b>Customer Service</b>	<i>Deadline</i>	<b>March 5, 2026 – 4:00 p.m.</b>
<i>Division</i>	<b>Technical Support</b>		
<i>Position Type</i>	<b>Career Service - 12 months probation</b>	<i>Pay Rate</i>	<b>\$9.96/hour; \$20,718.72/year</b>
<i>Reports To</i>	<b>Customer Service Supervisor</b>	<i>Job Grade/Status</i>	<b>D/1/A ; Non Exempt</b>

### *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; responding to ASPA customer billing in person or phone inquiries; balancing daily cash drawers and assisting with cash close-outs; researching discrepancies as needed; performing general administrative/clerical activities; understanding the technical aspects of ASPA operational functions; presenting and maintaining a courteous working relationship and professional image when dealing with customers and the public; other duties as assigned by management. May need to work shifts as part of Call Center Operations.

### *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><b>Ability to:</b> interpret and explain utility policies and procedures to customers; organized and can manage multiple demands through independent judgment and personal initiative.</p> <p><b>Skilled in:</b> 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](mailto: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. No phone inquiries accepted.

***An Equal Opportunity Employer \* A Drug Free Workplace***