

Customer Service Representative Copper Basin District



COPPER VALLEY ELECTRIC STRIVES
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THE COPPER RIVER BASIN AND
VALDEZ REGIONS OF ALASKA

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Posted
9/11/2025

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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
Lisa Howard,
Admin & HR
Manager
907-822-8345
hr@cvea.org

Email
application to:
hr@cvea.org

Compensation

The starting salary is \$25.00 per hour.

CVEA maintains an excellent benefits program:

- Major medical, dental, vision
- Life insurance
- Business travel accident insurance
- Short-term and long-term disability
- Pension plan
- 401(k) contribution retirement program with employer match up to 5%
- Paid time off
- Paid holidays
- 4/10 work schedule

Optional benefits:

- Supplemental life insurance
- Spouse and child life insurance
- Supplemental accidental death and dismemberment

To Be Considered



CVEA's application process is strictly confidential. **Applications will be accepted until 12:00 p.m., Monday, September 29.** If an application for this position has been submitted to CVEA in the past year, you may request to resubmit your application in lieu of completing a new one by emailing hr@cvea.org with your request.

An electronic application is recommended and preferred. A complete application packet is required for consideration and must include a **CVEA application, cover letter, and resume**. Resumes or cover letters submitted without the application will not be considered. Comprehensive reference and background checks will be performed. CVEA is an Equal Employment Opportunity employer.

Candidates who possess the best overall match for CVEA's outlined criteria may be initially interviewed via telephone by the position's immediate supervisor or department manager. Any onsite interview arrangements will be made by and expenses will be paid by CVEA.

Email completed application to hr@cvea.org or drop off at either CVEA location.

Glennallen Office
Mile 187 Glenn Highway
Glennallen, AK 99588

Valdez Office
367 Fairbanks Street
Valdez, AK 99686