

# Customer Service Representative Copper Basin District



COPPER VALLEY ELECTRIC STRIVES  
TO BE THE EMPLOYER OF CHOICE IN  
THE COPPER RIVER BASIN AND  
VALDEZ REGIONS OF ALASKA

## JOIN OUR TEAM

Posted  
11/18/2024

[cvea.org/careers](https://cvea.org/careers)



# Position At A Glance

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

## **Requirements**

- 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 Customer Service Representative reports to the Customer Service Supervisor. There will be an introductory period of six months for the successful applicant.

The starting salary is \$24.00 per hour.

**This position is open until filled.**

CVEA is an Equal Employment Opportunity employer.

Please contact Lisa Howard, Admin & HR Manager, at 907-822-8345, or email [hr@cvea.org](mailto:hr@cvea.org) with any questions. An application is attached at the end of this packet. Please email the completed application to **[hr@cvea.org](mailto:hr@cvea.org)** or drop off at either CVEA office location.

Glennallen Office  
Mile 187 Glenn Highway  
Glennallen, AK 99588

Valdez Office  
367 Fairbanks Street  
Valdez, AK 99686

Information and application can be found at:  
[cvea.org/careers](http://cvea.org/careers)

Questions can be directed to:  
Lisa Howard  
Admin & HR Manager  
907-822-8345 or  
[hr@cvea.org](mailto:hr@cvea.org)

Applications can be emailed to:  
[hr@cvea.org](mailto:hr@cvea.org)



# About CVEA

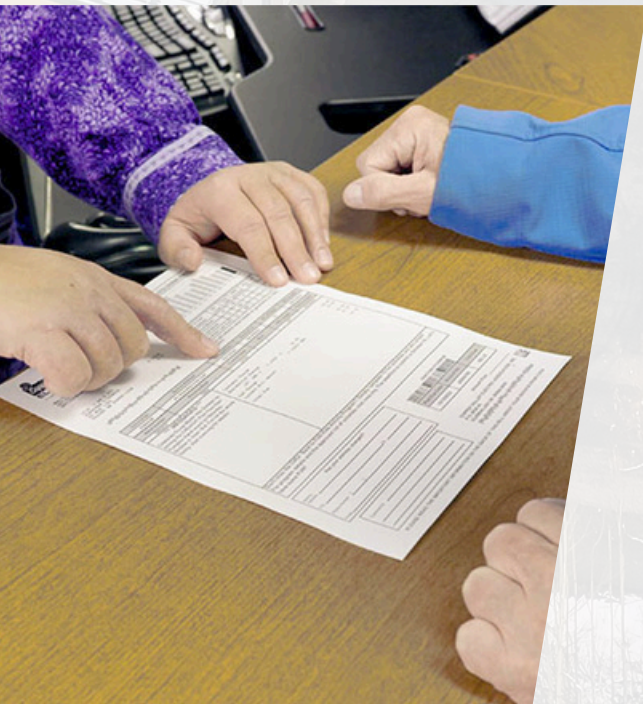


## Mission

To provide exceptional customer service through safe, reliable, cost-effective electric service and programs

## Strategic Goals

- Build financial strength
- Maintain and improve system reliability
- Reduce dependence on fossil fuel
- Be an advocate for CVEA members
- Be the employer of choice



## Assets and Facts

- CVEA is a stand alone electric cooperative, not interconnected to any other utility
- Employs 44 Alaskan employees
- Service territory roughly the size of West Virginia; 160 miles north to south and 100 miles east to west
- Over 540 miles of distribution and transmission line
- 9 substations and 5 power plants
  - Solomon Gulch Hydroelectric Plant
  - Allison Creek Hydroelectric Plant
  - Cogeneration Plant
  - Valdez Diesel Plant
  - Glennallen Diesel Plant
- SCADA system with remote control of all generating plants
- Serves roughly 3,900 residential and commercial members in two service districts (Copper Basin and Valdez)
- Maintain offices and customer service support in both districts
- Density of 7 customers per mile



For more information about Copper Valley Electric, visit [cvea.org](http://cvea.org)



# Work. Live. Play.

## Copper Basin District

The Copper Valley has been called authentic Alaska; flanked by mountain ranges, raging rivers, glacial lakes, log cabins, abandoned copper mines, and historic Alaska Native villages. The area is a mecca for fishing, hunting, gardening, and farming. It is quiet, away from the hustle and bustle of big cities, but only a couple of hours, via highway, to the Mat-Su Valley and all big city conveniences.

### Community Resources

The Copper Basin is a wonderful place to call home, with a K-12 public and home school educational system, as well as a community college (satellite), healthcare clinics, banking, local grocery, gas, US Postal Service, a Chamber of Commerce, churches, libraries, a fitness center, restaurants, shopping, many youth clubs, community groups and support organizations.

### Summer Activities

- Hunting for moose, caribou, bear, Dall sheep, and a variety of birds
- Fishing for world-famous Copper River reds, king, and silver salmon, trout, grayling, and burbot
- Gardening and farming
- Berry picking
- Camping
- Hiking
- Kayaking and rafting
- Riding ATVs
- Flightseeing
- National parks

### Winter Activities

- Snowmachining
- Ice fishing
- Snow shoeing
- Trapping

### Annual Activities

- School and club sporting events
- Community events and festival



Eric Scheidt



Matt Craig





# Work. Live. Play.

## Valdez District

Located near the head of a deep fjord in Prince William Sound, Valdez is a mix of tidewater glaciers, rainforests, towering mountains, and incredible wildlife on both land and sea. Valdez offers unparalleled natural scenery that is matched only by the abundant activities, like fishing, glacier viewing, kayaking, snow machining, fat tire biking, and more offered throughout the year.

### Community Resources

Valdez is a small community that has everything needed to live a high quality of life. Valdez has a K-12 public and home school educational system as well as a community college. Valdez is also part of the Providence hospital and healthcare system. There is local banking, grocery, gas, libraries, US Postal Service, a civic event center, community center, a single-movie theatre, churches, restaurants, shopping, a fitness center, a variety of community events, many youth clubs, community groups and support organizations..

### Summer Activities

- Hunting for deer, goat, bear, moose, and birds
- Fishing for silver, pink, and king salmon, halibut, rockfish, ling cod, shrimp, crab, and shark
- Berry picking
- Camping
- Kayaking and rafting
- Glacier sightseeing, boating, and flightseeing
- Sea life viewing: whales, sea lions, sea otters, and water fowl
- Hiking, biking, and riding ATVs

### Winter Activities

- Snowmachining
- Ice fishing
- Snow shoeing
- Cross country, downhill, and heli-skiing
- Fat tire biking

### Annual Activities

- School and club sporting events
- Community events and festivals



Kayleigh Mazzocoli



Wayne McKinzey



Pangaea Adventures





# What We Are Looking For

CVEA's Customer Service Representative accurately collects and accounts for cash receipts, provides courteous and prompt service to customers in all correspondence, relays radio and telephone communications to appropriate personnel in a timely manner, and ensures that rules, regulations, and other Cooperative policies are consistently and equitably applied on behalf of all members.

## **Essential Functions and Responsibilities**

- Performs all essential functions and responsibilities in a safe and efficient manner using industry best practices
- In addition to the specific functions described in the attached position description, the essential functions of this position also require attendance at all assignments and job sites and the ability to understand and adhere to all safety standards

## **The Ideal Candidate Must**

- Possess the ability and confidence necessary to effectively deal with a variety of people under difficult circumstances
- Must possess organizational skills to enable completion of numerous simultaneous tasks in an efficient and effective manner
- Apply proficiency in computer data entry and 10-key operation
- Possess effective written and oral communication skills

## **Education and Experience**

- A high school diploma or equivalent is required
- 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

## **Additional Requirements**

- A valid, or the ability to obtain, Alaska Driver's License is required

### Key Characteristics:

- Hungry
- Humble
- Smart
- Leader
- Driven
- Collaborator
- Strategic thinker
- Strong communicator
- Good listener
- Inclusive
- Innovative
- Transparent
- Teambuilder



# Compensation

The starting salary is \$24.00 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. **This position is open until filled.** 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](mailto: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. Resumes and cover letters are **strongly encouraged** and may be submitted in addition to the application. Resumes or cover letters submitted without the application will not be considered. Comprehensive reference and background checks will be performed.

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.

For more information about this excellent opportunity to join the CVEA team, please contact Lisa Howard, Admin & HR Manager, at 907-822-8345 or email [hr@cvea.org](mailto:hr@cvea.org).



COPPER VALLEY ELECTRIC ASSOCIATION, INC.  
Glennallen, Alaska

POSITION DESCRIPTION  
Customer Service Representative

I. JOB SUMMARY

CVEA's Customer Service Representative accurately collects and accounts for cash receipts, provides courteous and prompt service to customers in all correspondence, relays radio and telephone communications to appropriate personnel in a timely manner, and ensures that rules, regulations, and other Cooperative policies are consistently and equitably applied on behalf of all members.

II. POSITION INFORMATION

Position Type: Copper Basin - Full-Time/Non-Represented  
Valdez – Full-Time/Represented

FLSA Classification: Non-Exempt

Location Base: Glennallen and Valdez

Reporting Relationships:  
Reports to: Customer Service Supervisor

Supervises: None

III. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The Customer Service Representative performs all essential functions and responsibilities in a safe and efficient manner using the industry's best practices. In addition to the specific functions described below, the essential functions of this position also require attendance at all assignments and job sites and the ability to understand and adhere to all safety standards. If requested, reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

A. Customer Service

1. Process new customers and new requests for electric service
2. Process orders for connects, disconnects, and transfers of electric service
3. Create and maintain customer files and membership signature cards
4. Respond to customer inquiries regarding billing and usage, and initiate required adjustments
5. Prepare trouble reports from customers and route to appropriate personnel (outages, customer complaints, etc.)



6. Assist the Operations department in tracking new construction work and obtaining necessary documents, fees, etc.
7. Notify customers of scheduled outages

B. Cash Accounting

1. Receive and process cash receipts
2. Balance cash received with remittance receipts
3. Prepare bank deposit
4. Prepare cash sheets
5. Safeguard monies collected
6. Balance cash drawer
7. Key and edit daily cash receipts, post amounts to customer accounts, review error reports, and correct errors
8. Maintain log of other accounts receivable
9. Balance and true-up petty cash
10. Create and maintain yearly cash sheet files

C. Collection Responsibilities

1. Identify and pursue accounts requiring collection efforts
2. Perform oral and/or written notice of non-pay disconnect and maintain records documenting disconnection efforts
3. Prepare door-knocker notices for line crew as appropriate
4. Maintain file for deferred payments and monitor payment due dates

D. Billing Responsibilities

1. Identify special billings and route to the appropriate party
2. Check accuracy of new accounts for the appropriate fees and identification
3. Apply fees and deposits to accounts
4. Print meter reading sheets for the line crew
5. Key and edit meter reading data, post, review error reports, request re-reads, and correct any errors
6. Check estimated readings for reasonableness
7. Force daily reads for meters listed on the Missing Read report
8. Notify customer of either high/low usage and document their file

E. Communication Responsibilities

1. Perform receptionist duties including internal and external communication via telephone, email, Teams, and in-person, referring customers and visitors to appropriate personnel
2. Operate two-way radio, dispatching outages and other information of an operational nature and assure that radio is monitored
3. Prepare outage reports for the line crew



4. Supply night dispatch with current list of non-pays

F. Confidentiality

1. Maintain confidentiality in processing, distribution, and retention of documents both within and outside the Cooperative
2. Practice the 'need to know' rule with respect to confidential documents
3. Confidential documents may pertain but are not limited to items of the following nature
  - a. Certain financial information
  - b. Information concerning legal standing, threatened or pending litigation, or legal actions
  - c. Collection information or status of a current or former member

G. Other

1. Follow office opening and closing procedures and ensure office security
2. Secure system backup tapes daily
3. Maintain streetlight maintenance log and initiate streetlight service orders to line crew, follow up with Operations Manager if not repaired promptly, then route to Senior Accountant for billing
4. Route capital credit address updates for closed accounts to Senior Accountant
5. Assist with registration and other annual meeting duties as required
6. Assist with apartment scheduling when needed
7. Any other duties as assigned

IV. MINIMUM QUALIFICATIONS

A. Education/Experience

A high school diploma or equivalent is required.

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.

B. Certification/Licenses

A valid Alaska Driver's License is required.

C. Knowledge/Skills/Abilities

The Customer Service Representative must demonstrate and carry out the following:

1. Ability and confidence necessary to effectively deal with a variety of people under difficult circumstances
2. Must possess organizational skills to enable completion of numerous simultaneous tasks in an efficient and effective manner
3. Apply proficiency in computer data entry and 10-key operation
4. Possess effective written and oral communication skills

D. Physical Activities and Demands:

This position is considered a light work position. In order to complete the essential functions, the Customer Service Representative will be required to perform the following:

Constantly (C)	Frequently (F)	Occasionally (O)	Seldom (S)
----------------	----------------	------------------	------------

1. Utilization of all standard office equipment (C)
2. Analyze and evaluate information (C)
3. Sit for extended periods while driving, attending meetings, or performing desk and computer work (F)
4. Standing for extended periods while working at the front desk (F)
5. Visual necessity to utilize office equipment, verification of data entry, reconciling information, account coding, read reports and other documentation pertinent to the CSR functions, and mobility to communicate with other departments, access supplies and equipment (C)
6. Dexterity to access and file physical documents, sort and collate papers, grasp standard office items, and writing to facilitate position requirements (C)
7. Verbal communications when attending group meetings, conducting business via phone, in-person, and/or videoconference (C)
8. Lifting and carrying up to 50 pounds (S)

E. Work Environment

Work is primarily located indoors, in an enclosed office. Environmental conditions may change slightly with respect to heat, cold, fumes, dust, or ventilation but are typically maintained at regular office conditions. Occasionally, subject to extreme cold and slippery surfaces while attending meetings in the winter.

F. Travel Requirements

Position responsibilities may occasionally require the CSR to drive between CVEA's Copper Basin and Valdez Districts on scheduled and unscheduled occasions. Travel is also required within Alaska as well as out of state for conferences, training, and



business meetings. On most occasions, travel outside CVEA's service territory will require overnight stays.

Complete achievement of certain requirements herein may not be required if, in the opinion of the CVEA hiring supervisor, a particular candidate possesses significant offsetting characteristics, such as past accomplishments, experience, education. Should an applicant be deficient in certain educational achievements, offsetting experience may be substituted or vice versa.

V. OTHER JOB DUTIES

CVEA reserves the right to revise or change the position authorities and responsibilities as the need arises with or without advance notice. This position description does not constitute a written or implied contract of employment.

VI. SIGNATURE

Approved: Jaime L. Matthews  
Chief Executive Officer

Date: July 29, 2024



## EMPLOYMENT APPLICATION

### Information for Applicants

CVEA accepts applications only for open positions. Applications are not maintained on file for future positions once the position applied for has been filled.

**All candidates must complete an application before a job offer can be made.** A resume submitted to CVEA does not constitute an 'application for employment.' A resume may be submitted to supplement information required by the application. It is not necessary to duplicate information required on the application that is included on an attached resume.

All employees who either operate a CVEA vehicle or could reasonably be required to operate a CVEA vehicle must have a valid Alaska driver's license for the vehicle operated and a driving record that is acceptable to and insurable by CVEA's insurance carrier.

CVEA requires a pre-employment alcohol and drug use screening. The D/A screening will be paid for by CVEA.

*As an applicant for employment, I understand that no employment contract is being offered, that my employment is for no definite period of time, and that CVEA can change wages, benefits, and conditions at any time. I also understand that a condition of employment is the agreement that the policies and benefits of employment may be changed unilaterally and that no vested rights in pre-existing rights or benefits shall exist. Although the employer makes every effort to accommodate individual preferences, business needs may at times make the following conditions mandatory: overtime, shift work, or a work schedule other than Monday through Thursday. I further understand that CVEA will observe all labor agreements that are in effect.*

*Furthermore, as an applicant for the position noted on page 2 of this application, I confirm that I am physically and mentally capable of performing the duties and responsibilities as described in the position description.*

*I understand that if employed, I am required to abide by all rules, regulations, and policies of CVEA.*

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**Signature of Applicant**

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**Date**

#### **CVEA is an EEO Employer**

We consider applicants for all positions, without regard to race, color, religion, sex, national origin, marital or veteran status, the presence of a non-job-related medical condition or disability, or any other legally protected status.

*Please complete the attached Voluntary Affirmative Action Questionnaire.*

*Completion of the questionnaire will not affect CVEA's employment decision.*



**COPPER VALLEY ELECTRIC ASSOCIATION, INC.**  
**EMPLOYMENT APPLICATION**  
*(Please Print)*

<hr/> Date of Application	<hr/> Position Applied for	
<hr/> Last Name	<hr/> First Name	<hr/> Middle Name
<hr/> Mailing Address		
<hr/> City	<hr/> State	<hr/> Zip
<hr/> Home Telephone	<hr/> Cell	
<hr/> Email Address		<hr/> Social Security Number

**GENERAL INFORMATION**

	YES	NO
If you are under 18 years of age, can you provide required proof of your eligibility to work?	<input type="checkbox"/>	<input type="checkbox"/>
Are you currently employed?	<input type="checkbox"/>	<input type="checkbox"/>
May we contact your current employer?	<input type="checkbox"/>	<input type="checkbox"/>
Are you currently laid off and subject to recall?	<input type="checkbox"/>	<input type="checkbox"/>
What is your availability to work? Check all that apply:		
	Full Time	<input type="checkbox"/>
	Part Time	<input type="checkbox"/>
	Shift Work	<input type="checkbox"/>
	Temporary	<input type="checkbox"/>
Can you travel if a job requires it?	<input type="checkbox"/>	<input type="checkbox"/>
Can you work overtime if necessary?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a valid Alaska driver's license?	<input type="checkbox"/>	<input type="checkbox"/>
Current license number: _____ State: _____		
Have you ever filed an application with CVEA before?	<input type="checkbox"/>	<input type="checkbox"/>
If yes, date/s of previous application/s: _____		
Have you ever been employed by CVEA before?	<input type="checkbox"/>	<input type="checkbox"/>
If yes, dates of previous employment: <i>from</i> _____ <i>to</i> _____ ( <i>month/year</i> )		

Last Name: \_\_\_\_\_

YES NO

Are you prevented from lawfully becoming employed in this country because of visa or immigration status? (*Proof of citizenship or immigration status will be required upon employment.*)

☐ ☐

Have you ever been denied government security clearance?

☐ ☐

Has your driver's license ever been revoked or suspended?

☐ ☐

Have you been convicted of a felony within the last seven (7) years? If yes, please explain. (*Conviction will not necessarily disqualify an applicant from employment.*)

☐ ☐

Are you related, directly or through marriage, however remotely, to any present CVEA management/supervisory employee or to any member of CVEA's Board of Directors?  
If yes, in what way?

☐ ☐

Have you tested positive or refused to test on any drug or alcohol test in the past two years?

☐ ☐

Do you have any of the following:

Commercial Driver's License

Number \_\_\_\_\_

Expiration date \_\_\_\_\_

☐ ☐

First Aid Card

Number \_\_\_\_\_

Expiration date \_\_\_\_\_

☐ ☐

CPR Certification

Number \_\_\_\_\_

Expiration date \_\_\_\_\_

☐ ☐

Alaska Fitness Card

Number \_\_\_\_\_

Expiration date \_\_\_\_\_

☐ ☐

On what date would you be available for work? \_\_\_\_\_



Last Name: \_\_\_\_\_

### MILITARY STATUS

*Complete this section if you serve or have served in the US Armed Forces.*

\_\_\_\_\_  
Branch of Service

from \_\_\_\_\_ to \_\_\_\_\_  
Period of Active Duty (*month/year*)

\_\_\_\_\_  
Rank at Discharge

\_\_\_\_\_  
Date of Discharge

\_\_\_\_\_  
Discharge Status (*optional*)

Describe your duties and any special training:

### EDUCATION

Mark highest grade completed:      High School   9   10   11   12      College   1   2   3   4   5   6   7   8

\_\_\_\_\_  
High School (*Name/Location*)

\_\_\_\_\_  
College (*Name/Location*)

\_\_\_\_\_  
Degree/Course of Study

\_\_\_\_\_  
College (*Name/Location*)

\_\_\_\_\_  
Degree/Course of Study

\_\_\_\_\_  
Technical (*Name/Location*)

\_\_\_\_\_  
Degree/Course of Study

\_\_\_\_\_  
Other (*Name/Location*)

\_\_\_\_\_  
Degree/Course of Study

### SKILLS AND QUALIFICATIONS

Please describe skills and qualifications you bring to this position.

ATTACH ANY OTHER DOCUMENTS YOU THINK ARE APPROPRIATE.

*Resume, Reference Letters, Letters of Commendation, etc.*

Last Name: \_\_\_\_\_

**TEN-YEAR EMPLOYMENT AND SALARY HISTORY**  
**(REQUIRED)**

Please give an accurate, complete full-time and part-time employment record for the last ten years. Start with your present or most recent employer. Use additional sheets if necessary. It is not necessary to duplicate information provided on your resume; however, ending monthly salary is required.

Employer	<i>from</i> _____ <i>to</i> _____ Employed ( <i>month/year</i> )
----------	---

City	State
------	-------

Position Title	Ending Monthly Salary
----------------	-----------------------

Supervisor	Supervisor's Phone Number
------------	---------------------------

Employer	<i>from</i> _____ <i>to</i> _____ Employed ( <i>month/year</i> )
----------	---

City	State
------	-------

Position Title	Ending Monthly Salary
----------------	-----------------------

Supervisor	Supervisor's Phone Number
------------	---------------------------

Employer	<i>from</i> _____ <i>to</i> _____ Employed ( <i>month/year</i> )
----------	---

City	State
------	-------

Position Title	Ending Monthly Salary
----------------	-----------------------

Supervisor	Supervisor's Phone Number
------------	---------------------------

Employer	<i>from</i> _____ <i>to</i> _____ Employed ( <i>month/year</i> )
----------	---

City	State
------	-------

Position Title	Ending Monthly Salary
----------------	-----------------------

Supervisor	Supervisor's Phone Number
------------	---------------------------



Last Name: \_\_\_\_\_

**REFERENCES**  
**(REQUIRED)**

**EMPLOYMENT REFERENCES**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company

\_\_\_\_\_  
Phone Number

**PERSONAL REFERENCES**

*(Include no more than one college faculty member; do not include former employers or relatives.)*

\_\_\_\_\_  
Name

\_\_\_\_\_  
Years Known

\_\_\_\_\_  
Title or Occupation

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Name

\_\_\_\_\_  
Years Known

\_\_\_\_\_  
Title or Occupation

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Name

\_\_\_\_\_  
Years Known

\_\_\_\_\_  
Title or Occupation

\_\_\_\_\_  
Phone Number

Last Name: \_\_\_\_\_

## **AUTHORIZATION & CONSENT FOR RELEASE OF INFORMATION** **(REQUIRED)**

We truly welcome your application with Copper Valley Electric Association (CVEA). As a condition of employment, we require that you consent to and authorize a pre-employment background check, including verification of information submitted on your application or resume.

This release and authorization acknowledges that CVEA may now or at any time during your employment conduct, to the fullest extent permitted by law, an inquiry into your education, previous employment/work history, personal references, and motor vehicle records, as well as receive any criminal history information pertaining to you that may be in the files of any Federal, State, or local criminal justice agency, and/or other information deemed necessary to evaluate your ability to fulfill the job requirements. The results of this verification process will be used to determine employment eligibility.

*I authorize CVEA and any of its agents or attorneys to conduct the inquiry authorized by this Release. I further authorize CVEA to disclose verbally and in writing the results of this inquiry and/or interview to the designated authorized representatives of CVEA.*

*I, the undersigned applicant, do hereby certify that the information provided by me for the purpose of employment is true and complete to the best of my knowledge. I understand that any false statements may result in denial of employment or in discharge from employment.*

*I have read and understand this Release and Consent, and I authorize the background inquiry and verification. I authorize persons, schools, current and former employers, and other organizations and agencies to provide CVEA and its agents or attorneys with all information requested, and I hereby release all the persons and agencies providing such information from any and all claims and damages connected to their release of any requested information. I also waive any right to notice of any such release. I agree that any copy of this document is as valid as the original.*

*I do hereby agree to forever release and discharge, to the full extent permitted by law, CVEA, its employees or agents, and its associated agents and attorneys from any claims, damages, losses, liabilities, costs and expenses, or any other charge or complaint filed with any agency or court, arising from the retrieving and reporting of the information authorized by this Release.*

\_\_\_\_\_  
Applicant Name, Printed (first, middle, last)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Address (permanent residence street address)

\_\_\_\_\_  
Driver's License Number

\_\_\_\_\_  
State

\_\_\_\_\_  
City

\_\_\_\_\_  
County

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Date of Birth



## VOLUNTARY AFFIRMATIVE ACTION QUESTIONNAIRE

**Copper Valley Electric Association  
is an Equal Opportunity Employer**

State and Federal laws require that employers keep records on the race and gender of applicants and employees to facilitate the enforcement of Equal Employment Opportunity laws. This statement will be filed separately from all of your employment records and will be retained confidentially. As required by State law, it will be available only to Copper Valley Electric Association's Employee Relations Department and Federal and State employment enforcement officers. Accordingly, information provided here will not be considered as part of your application. Your responses are strictly voluntary and failure to provide the information requested will not subject you to adverse effects; however, we urge you to complete all items. This page will be detached from your application prior to its referral to a selecting official.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Position Applied for

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Middle Name

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Date of Birth

Gender:    ☐ Male        ☐ Female

Race:        ☐ White                      ☐ Black                      ☐ Hispanic  
                 ☐ Alaska Native/American Indian                      ☐ Asian or Pacific Islander

Veteran Status:        ☐ Disabled                      ☐ Vietnam Era (Aug 5, 1964–May 7, 1975)

Disabling Conditions:

<input type="checkbox"/> Visual Impairment	<input type="checkbox"/> Psychological Impairment (Mentally Restored)
<input type="checkbox"/> Hearing Impairment	<input type="checkbox"/> Chemical Dependence
<input type="checkbox"/> Developmental Disability	<input type="checkbox"/> Multiple Disabilities
<input type="checkbox"/> Other Physical Impairment/s	<input type="checkbox"/> No Disabling Condition
<input type="checkbox"/> Other (Specify): _____	



## DEFINITIONS OF RACIAL/ETHNIC GROUPS

**Racial/ethnic groups are defined as follows for required statistics and reporting:**

**White:** a person having origins in any of the original peoples of Europe, North Africa, or the Middle East.

**Black:** a person having origins in any of the black racial groups of Africa.

**Hispanic:** a person of Mexican, Puerto Rican, Cuban, Central or South American descent or having origins in any other Spanish culture, regardless of race.

**Asian or Pacific Islander:** a person having origins in any of the original peoples of the Far East, South East Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, India, Japan, Korea, the Philippine Islands, and Samoa.

**Alaska Native or American Indian:** a person having origins in any of the original peoples of North America and who maintains cultural identification through tribal affiliation or community recognition.

## DEFINITIONS FOR DISABLING CONDITION

**Disabled Person:** any person who has a physical or mental impairment that substantially limits one or more of his or her major life activities. Physical impairment is defined as any physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness, including epilepsy, and includes any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, or physical reliance on a guide dog for the blind, a wheelchair, or any other remedial appliance or device.

**Visual and Hearing Impairment:** loss of vision or hearing to a degree that substantially limits one or more major life activities.

**Developmental Disability:** a group of disabilities that affects a person during the developmental stages of his or her life and usually continues indefinitely and that constitutes a substantial handicap to his or her functioning. Conditions included in this category are mental retardation, cerebral palsy, epilepsy, and autism.

**Other Physical Impairment:** physical impairments not included in the three definitions above, including orthopedic abnormalities, missing or crippled limbs and extremities (which can be congenital or caused by trauma or diseases such as arthritis, rheumatism, or polio), motor impairments (which can be the result of injury or other conditions), cardiovascular or neurological disorders (such as heart disease, paraplegia, multiple sclerosis, or Parkinson's disease), diabetes, tuberculosis, cancer, and obesity.

**Psychological Impairment (Mentally Restored):** returned to health after mental illness.

**Chemical Dependence:** a dependence on alcohol or drugs to a degree that substantially limits one or more life activity.

**Multiple Disabilities:** more than one disability, occurring in two or more different categories or within a single category.

**Other Disability:** a disability that does not fit into any of the above categories.



## SUPPLEMENTAL CLERICAL QUESTIONNAIRE

NAME: \_\_\_\_\_

This supplemental questionnaire is designed to assist CVEA in choosing the most qualified applicants to interview for the open position. Please use additional pages if necessary.

1. **Describe in detail your experience with Microsoft Office products, including but not limited to Word, Excel, and Outlook.**

2. **Describe your organizational skills and how they will benefit CVEA.**

3. **Describe what you look for in a career and how being employed at CVEA will help you meet your career goals.**

4. **Describe a project in your employment experience where you went above and beyond what was expected.**

5. **List any additional information you feel would distinguish you as an applicant for this position.**

6. Please indicate if you are proficient or familiar or if you have no experience with the equipment and applications listed below. (Applicant may be requested to demonstrate proficiency).

<b>Equipment</b>	<b>Proficient</b>	<b>Familiar</b>	<b>None</b>
Personal Computer (PC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scanner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Applications</b>	<b>Proficient</b>	<b>Familiar</b>	<b>None</b>
Internet Explorer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Outlook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Acrobat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Typing Test Score (results must be attached ): \_\_\_\_\_ gross words per minute  
 10-Key Test Score (results must be attached ): \_\_\_\_\_ gross keystrokes per hour

\*Typing and 10-Key test results from free online platforms are acceptable