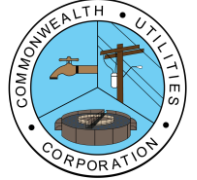




# Commonwealth Utilities Corporation



## Job Vacancy Announcement

JVA No. 22 – 032

**(RE-ANNOUNCEMENT)**

Opening Date: June 13, 2022

Closing Date: June 27, 2022

<b>POSITION TITLE:</b>	<b>Fiscal Technician, Customer Service Representative</b>
<b>DEPARTMENT:</b>	<b>COA/Customer Service</b>
<b>LOCATION:</b>	<b>Saipan, Northern Marianas Islands, USA</b>
<b>ANNUAL SALARY:</b>	<b>\$20,826.00 - \$28,115.00 per annum, Non-Exempt</b>
<b>CONTRACT:</b>	<b>Not Contracted</b>
<b>POSITION(S):</b>	<b>Four (4)</b>

The incumbent will be under the direct supervision of the Chief of Administration or his/her designee.

### Duties:

- May supervise staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Receives and processes customer payments; screens and verifies check receipts; updates customer accounts; reviews customer account status for partial payment receipts; computes payment information; and issues payment slips.
- May provide field utility meter inspection, testing, investigation, repairs and service documentation.
- Enters and verifies account changes and correction transactions; researches, reconciles and compiles adjustment documentation; prepares billing adjustments; and/or documents customer account status.
- Balances cash and other payment receipts and prepares bank deposits; balances credit card receipts with merchant settlement records; prepares sales deposits; processes customer refund payments; may process and file payroll documents.
- Receives and responds to customer calls and inquiries; reviews account and payment information; explains customer billing regarding charge disputes; assists customers with new accounts, required documentation and application processing; processes work orders as required; and refers inquiries to appropriate resource.
- Organizes and files revenue receipts, change vouchers, and related reports; maintains filing system; and prepares listings, schedules and activity reports.
- Performs other duties of a similar nature and level as assigned.

### Minimum Requirements:

**Education:** High School Diploma or GED or ABE Program AS and 4 years of utility accounts or fiscal support experience.

**Knowledge of:** Applicable Federal, Commonwealth and local laws, codes, regulations and/or ordinances; Supervisory principles, practices and techniques (based on assignment); Cash handling practices (based on assignment); Customer service principles; Basic mathematical principles; Recordkeeping principles; Safety principles and safe work practices; Applicable equipment used in field utility services (based on assignment); Modern office technology.

**Skills in:** Interpreting and applying applicable laws, codes, regulations and standards; Supervising, monitoring, training and evaluating staff (based on assignment); Receiving, posting and reconciling payments, cash receipts or account information; Verifying and updating account or utility meter information; Providing customer service and responding to inquiries; Coordinating services with other departments or resources; Inspecting and operating field equipment related to utility usage and testing (based on assignment); Performing basic mathematical calculations; Researching, reconciling and preparing account adjustments and related documentation; Preparing and maintaining files, forms, reports and records; Copying and scanning documents; Updating, maintaining and preparing reports and spreadsheet tracking documents; Researching account information and providing information regarding billing disputes; Utilizing a computer and relevant software applications; Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others to sufficiently exchange or convey information and to receive work direction.

**Licensing:** Valid CNMI Driver’s License with appropriate class.

All applicants may be tested and all applicants are subject to pre-employment drug test.

**How to Apply:** Submit a completed CUC Employment Application, resume, and applicable supporting documents to the CUC Human Resources office located on the 3rd Floor of the Joeten Dandan Building on Saipan, Monday through Friday 7:30 am – 4:30 pm (Except Legal Holidays). Applicants on the island of Tinian and Rota may submit their documents to their respective CUC Administration office. Application, resume and supporting documents can also be e-mailed to: [employment.applications@cucgov.org](mailto:employment.applications@cucgov.org)

**P. O. Box 501220, Third Floor, Joeten Dandan Building, Saipan, MP 96950**

**Tel: (670) 664-4282 • Fax: (670) 235-5131**

**CUC is an Equal Opportunity Provider and Employer.**