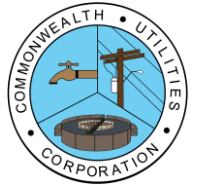




Commonwealth Utilities Corporation



Job Vacancy Announcement

JVA No. 24-051

Opening Date: Monday, January 22, 2024

Closing Date: Friday, February 2, 2024

POSITION TITLE:	Fiscal Assistant: Customer Service Representative
DEPARTMENT:	COA/Customer Service/Call Center
LOCATION:	Saipan, Northern Marianas Islands, USA
ANNUAL SALARY:	\$19,231.00 to \$22,602.00 per annum, Non-Exempt
CONTRACT:	Not Contracted
POSITION(S):	One (1)

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

Duties:

- Updates and verifies customer account or work order information; enters and balances payment data; prepares timekeeping records; may work in the field obtaining and entering customer utility meter information, and replacing or disconnecting utility meters and services.
- Receives customer payments; balances and records cash and other payment receipts; verifies receipts against payment system data; and prepares deposits.
- Monitors and updates customer account information; researches account discrepancies or unusual meter readings; calculates payment information for past-due accounts, new installations and security deposits; reports research findings; and/or follows up on service or work order status.
- Greets customers or receives calls; responds to customer inquiries such as account balance information, payment due dates, minimum payment amounts due or general information inquiries; refers customers to appropriate resources.
- Copies and scans documents; maintains and organizes files records, reports and accounting transaction documentation.
- Updates and maintains spreadsheet reports; prepares fiscal transaction reports or other work 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 plus one (1) year of customer service experience.

Knowledge of: 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; Microsoft software applications – Word, Excel, PowerPoint, and Outlook.

Skills in: 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 (based on assignment); Performing basic mathematical calculations; Researching account information or discrepancies; Preparing and maintaining files, forms, reports and records; Copying and scanning documents; Updating, maintaining and preparing reports and spreadsheet tracking documents; 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 Driver's License with appropriate class.

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

How to Apply: You may submit your 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, 7:30am – 4:30pm (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.

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.