



Customer Service Representative - McGrath Light & Power

MTNT gives employment preference to shareholders and descendants of shareholders.

Location: McGrath, Alaska

Reports To: General Manager – McGrath Light and Power

Position Summary:

McGrath Light and Power is seeking a full-time Customer Service Representative to be responsible for providing accounts receivable, billing and reception functions. The position will resolve account discrepancies while providing excellent customer service to McGrath Light & Power customers on account billing inquiries, payments and reconciliations.

Key Competencies and Abilities:

- Excellent customer service skills, including the ability to interface with employees, customers and vendors during peak cycles when there are multiple deadlines to meet
- Ability to prioritize work load and to work independently with minimal supervision
- Excellent verbal and written communication skills
- Ability to multi-task and work in a team environment
- Attention to detail
- Critical thinking skills
- Professional personal presentation
- Punctuality and good attendance required

Essential Job Functions:

Accounts payable:

- Accurate review, tracking and research
- Routing for approval and payment

Accounts receivable:

- Enter and post all deposits and payments
- Tracking of receipts
- Accounts Receivable research
- Tracking past due/delinquent electric accounts
- Enter, post and deposit all monthly rent payments for MPI rental properties in McGrath

Payroll Process:

- Ensure all timesheets are received for biweekly payrolls and submitted to Anchorage

Customer Service Representative- MLP

for processing

Monthly Utility Billings:

- Maintain customer accounts in the utility billing software i.e. move-ins, move-outs.
- Ensure all changes are entered in the utility billing software, i.e. rate changes
- Download EFT receipts for the month
- Reconcile receipts – cash, checks and electronic payments
- Print meter reading input forms
- Enter meter reads and review for accuracy
- Run billing cycle
- Create and print statements, review and mail to customers
- Print reports and archive in PDF format for future reference

Miscellaneous:

- Provide service to MLP customers on account billing inquiries and questions
- Responsible for Petty Cash in safe box and reconciling weekly
- Perform all reception services in the McGrath office
- Provide administrative support for MLP's General Manager
- Provide administrative support for MTNT's Land & Resource Manager
- Assist MLP's General Manager with utility reporting (monthly, quarterly and annually)
- Assist with MTNT shareholders with paperwork as needed
- Perform other duties as requested and assigned

Education and Experience:

- High School Diploma or GED
- 2 years of progressive experience in an Office Accounting setting
- Knowledge of Regulations of a regulated utility in the State of Alaska preferred or ability and desire to learn
- Computer proficiency with knowledge of MS Office, Accounting software and Utility billing software applications preferred
- Must have and maintain a valid driver's license, in order to comply with company vehicle insurance policy requirements
- Become a licensed and bonded Notary within 60 days of hire

HOURS AND BENEFITS:

Full time position (40 hours per week).

ACKNOWLEDGEMENT:

I have read and understand the job responsibilities and qualifications. By my signature below, I acknowledge and understand what is expected and required of me upon my employment with CRNA.

Employee Signature

Date

Supervisor Signature

Date