



Pueblo of Laguna Utility Authority

Is seeking to hire a

Customer Service Representative

Vision: We are a sustainable self-sufficient organization with a diverse core competency.

Mission: We protect and promote the health and well-being of our Pueblo Community by developing and managing essential utility functions.

Regular Full-Time, Non-exempt

OPENING DATE: March 30, 2021

CLOSING DATE: April 13, 2021

If you are you a natural “people person” and have a passion to provide guidance and support to your local and neighboring communities, this job maybe for you.

We are seeking a positive, enthusiastic, and self-motivated Customer Service Representative with skills and experience to contribute to the Administrative Team. This individual will help the POLUA departments present a positive and energetic interaction with callers, visitors, and staff. He/she will need to adapt to various situations, be courteous, be professional, communicate well, organized and detail oriented.

Major duties and Responsibilities (may include, but not limited to the following)

- Answers incoming calls
- Assists customers with services that are provided by the POLUA
- Receives and processes payments from customers and issues payment receipts
- Effectively communicates in-person, via phone, electronically and virtually with employees, vendors, and public
- Initiates service orders and assists customers and departments with processing from beginning to close out
- Distributes and receives I.H.S Sanitation Facility Applications
- Effectively communicates with internal departments and other agencies, agencies and programs
- Assists with monthly and year end closing process
- Other duties as assigned

Qualifications

High school diploma or GED certificate. Experience working in an office setting, customer service skills, knowledge of Microsoft Office Suite, knowledge of basic accounting principles desired. Must have a valid New Mexico Driver’s License with no serious convictions in the past five years and must be insurable under POLUA’s carrier. Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

For more information, contact Ms. Jeanine Natachu or visit our website at www.lagunaua.org

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