



## Pueblo of Laguna Utility Authority

**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.

Job posting for a

### Customer Service Representative (CSR)

## Pueblo of Laguna Utility Authority seeks a CSR

**CLASSIFICATION:** Full-Time, Non-Exempt

**SALARY RANGE:** \$27,040 to \$37,440

**OPENING DATE:** September 11, 2025

**CLOSING DATE:** Until Filled

**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. The position is under the direct supervision of the Administration Services Manager. This individual will assist in presenting a positive and energetic interaction with callers, visitors, and staff. They will need to adapt to various situations, be courteous, professional, communicate well, organized and detail oriented.

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

- Greet and assist customers regarding PoLUA’s services, both in person and virtually
- Receive and process payments from customers, both in person and over the phone
- Effectively communicates in-person, via phone, electronically and virtually with employees, vendors, and the public
- Initiates service orders, distributes to appropriate departments, and closes once completed
- Promote and distribute service information to new and existing customers
- Assists with collection efforts of customer outstanding account balances
- Develops, implements, and manages general administrative office support systems to include records and file management, clerical, and administrative duties
- Research, gathers information, and composes and prepares correspondence or spreadsheets independently or in accordance with general instructions
- Cross train in other administrative duties

#### Qualifications:

- High school diploma or GED certificate
- Experience working in an office setting, customer service skills, knowledge of Microsoft Office Suite, and basic account principles desired.
- Current valid New Mexico Driver’s License with no major infractions (such as DUI) within the past 5 years and insurable under POLUA’s insurance carrier.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

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