



AlasConnect provides full service IT support and Data Center Services to numerous public and private clients throughout the State of Alaska. Partnered with many industry leaders, we offer only the highest quality products and services.

AlasConnect's Residential Wireless Internet Division – ACWireless is hiring for the following position:

Customer Service Representative – Fairbanks, Alaska

Part-time (up to 25 hours/week), non-exempt, Grade 4

POSITION REQUIREMENTS

- Customer service and technical support for residential wireless customers
- Answering customer phone calls and emails
- Scheduling and coordinating technician work
- Other duties as assigned

KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS

- High School diploma or equivalent
- Excellent customer service skills
- Exceptional follow-through and attention to detail
- Basic knowledge of how a computer system functions
- Strong oral and written communication skills
- Strong organizational and problem-solving skills
- Ability to work independently and with a group

Hiring decisions are contingent upon successful completion of background check and drug screening.

It is the policy of AlasConnect not to discriminate against any employee or any applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation or national origin. This policy shall include, but not be limited to, the following: recruitment and employment, promotion, demotion, transfer, compensation, selection for training including apprenticeship, layoff and termination. This company further agrees to take affirmative action to ensure equal employment opportunities.

AlasConnect will attempt to make reasonable accommodations during the application and/or hiring process for qualified job applicants with known disabilities unless doing so would result in an undue hardship for the company.