



**CLIENT SOLUTIONS ASSOCIATES
(Client Solutions Department)**

OPENING: August 26, 2022
CLOSING: September 16, 2022, 5:00 p.m.,

DUTIES AND RESPONSIBILITIES:

To promote a highly professional customer service environment and maintain strict confidentiality rules regarding customer and company information. Establish and maintain excellent customer and public relations and maintain a strong teamwork environment. Develop a high proficiency in handling trouble reports, service orders, and payment arrangements. Sell and explain products and services to new and existing customers, while displaying a courteous and professional attitude. Responsible for balancing and posting customer payments. Properly maintain customer records for accurate billing and conduct research for necessary adjustments to our customer accounts. Must be able to carry out marketing strategies to increase sales of equipment and services. Assist in preparing bulk mailers to our customer base. Prepare letters and reports by gathering and summarizing data using SCATUI's billing software. Produce charts and spreadsheets using Microsoft Excel and/or other office software to manipulate data, as required. Provide receptionist support by screening and routing visitors and telephone calls to the appropriate areas or staff. Must be punctual and dependable. Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High School diploma or equivalent. At least three or more years of customer service experience. Computer experience. Familiar with all Microsoft Office products and be proficient in 10-key.

DESIRED QUALIFICATIONS:

Demonstrated proficiency in Microsoft Office Suite (Word, Excel, Access, and PowerPoint). Demonstrated experience in handling confidential information. Ability to speak and understand the Apache language.

GENERAL INFORMATION:

The Client Solutions Department is a fast-paced, professional corporate work environment in which the ability to change direction quickly and respond in a timely manner is very important. This position is ideal for someone who enjoys new challenges on a daily basis, balancing accounts and often changing priorities. In addition to providing support to the Client Solutions Department, this position will support other departments as needed. Being dependable and on time is imperative to the position. This position is located at the SCATUI Corporate office at 10 Telecom Lane on US Highway 70, Peridot, AZ.

TO APPLY:

Please submit a completed application with cover letter to SCATUI with a copy of your Certificate of Indian Blood (CIB) if claiming Indian preference. You may include a resume along with your completed application. All parts of the SCATUI application must be filled out to be considered for the position. This includes all

verifiable work experience, along with dates of employment, reasons for leaving, employer contact information, and references. **You may obtain a copy of our application at the SCATUI corporate office.** Your application can be mailed, faxed or dropped off to the front office at the corporate office. **PLEASE, NO PHONE CALLS.**

ALL APPLICATIONS MUST BE RECEIVED BY 5:00 P.M. ON September 16, 2022 AT THE FOLLOWING ADDRESS:

**San Carlos Apache Telecommunications Utility, Inc.
Attn: Human Resources Department
10 Telecom Lane
P.O. Box 1000
Peridot, AZ 85542
Fax: 928-475-7702**

INDIAN PREFERENCE:

Preference in filling vacancies is in accordance with the Indian Preference Act. If using this preference, a copy of a Certificate of Indian Blood (CIB) is required. Subject to our Indian Preference Policy, San Carlos Apache Telecommunications Utility, Inc. is an equal opportunity employer (EOE).

STATEMENT OF NON-DISCRIMINATION:

San Carlos Apache Telecommunications Utility, Inc., is the recipient of federal financial assistance from the Rural Utilities Service, an agency of the United States Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, and the rules and regulations of the United States Department of Agriculture which provides that no person in the United States on the basis of race, color, national origin, age or handicap shall be excluded from participation in, admission or access to, denied the benefits or, otherwise be subjected to discrimination under any of this organization's program or activities.

The person responsible for coordinating this organization's nondiscrimination efforts is the HR Manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, United States Department of Agriculture, Washington D.C. 20250; or the Administrator, Rural Utilities Service, Washington D.C. 20250

THIS JOB DESCRIPTION IN NO WAY STATES OR IMPLIES THAT THESE ARE THE ONLY DUTIES PERFORMED BY THIS EMPLOYEE. HE OR SHE WILL BE REQUIRED TO FOLLOW ANY OTHER INSTRUCTIONS AND TO PERFORM ANY OTHER DUTIES REQUESTED BY HIS OR HER SUPERVISOR.