



Commonwealth Utilities Corporation



Job Vacancy Announcement

JVA No. 26-053

Opening Date: Thursday, September 24, 2026

Closing Date: Wednesday, October 07, 2026

POSITION TITLE:	Customer Service Assistant
DEPARTMENT:	Customer Service/Call Center
LOCATION:	Saipan, Northern Marianas Islands, USA
ANNUAL SALARY:	\$22,937.000 per annum, Non-Exempt
CONTRACT:	Not Contracted
POSITION(S):	One (1)

The incumbent will be under the direct supervision of the Senior Administrative Officer or his/her designee.

Duties:

- Monitors radio communications in order to dispatch crews for troubleshooting and for related service calls.
- Receives incoming calls reporting complaints or issues related to water, sewer or power utilities; provides general customer service; and routes service calls to appropriate resource.
- Organizes and maintains file systems and pertinent records.
- Performs data entry; maintains and updates logs and dispatch related documentation.
- Prepares and maintains requisitions.
- Follows up with customers to provide basic information, status updates, and to verify customer’s experience and any remaining service needs.
- Performs other duties of a similar nature and level as assigned.

Minimum Requirements:

Education & Experience: High School Diploma or GED or ABE Program AS plus one (1) year of customer service experience.

Proficiency in the applications of Microsoft software – Word, Excel, PowerPoint, and Outlook.

Knowledge of: Customer service principles; Basic recordkeeping principles; Radio communications equipment procedures; Modern office technology.

Skills in: Providing customer service; Monitoring and utilizing radio communications and equipment; Receiving and routing service or problem calls; Entering, updating and maintaining data; Organizing and maintaining filing systems and records; Preparing and updating logs, records and related documentation; Performing follow up calls to ensure adequate service provision; Utilizing a computer and relevant software applications; Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others to sufficiently exchange or convey information and to receive work direction.

Physical Demands:

- Occasional lifting of objects; Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling.

All applicants may be tested and all applicants are subject to pre-employment drug test.

How to Apply: Submit a completed CUC Employment Application, resume, and applicable supporting documents to the CUC Human Resources office located on the 3rd Floor of the Joeten Dandan Building on Saipan, Monday through Friday 7:30 am – 4:30 pm (Except Legal Holidays). Applicants on the island of Tinian and Rota may submit their documents to their respective CUC Administration office. Application, resume and supporting documents can also be e-mailed to: employment.applications@cucgov.org.