

## **Job Description**

**Job Title:** Customer Service Expert                      **Reports to:** Division Administrative Manager  
**Location:** Turner, Maine                                      **Position Classification:** Non-Exempt, Full-Time

### **Position Summary**

The Customer Service Expert ensures a high level of customer satisfaction by collaborating with members of other departments to offer top notch service and resolution to all current and potential customers.

### **Position Responsibilities**

- Primary contact for all customers both in-person and via telephone
- Initiates communication with customers to develop relationships and build trust
- Participates in out-bound calls and marketing initiatives to our customers
- Directs customers in a way that insures their problem or question is properly resolved
- Enters and notates details in customer accounts
- Schedules deliveries and Service Appointments with a high-level of detail
- Receives and accurately processes payments for customers
- Responsible for daily preparation and submission of bank deposits
- Daily review and posting of delivery tickets
- Ability to understand and perform the Daily Transaction reconciliation process
- Enters Heating Assistance benefits and pricing plans on customer accounts
- Conducts daily Fuel Survey
- Daily record keeping of fuel inventory levels
- Explains in detail to customers the different fuel programs that are available to customers
- Well-versed on how to successfully set company fuel programs in place
- Maintains familiarity with retail propane pricing mix and can address appropriately
- Understands and communicates safety policies as they relate to our customers
- Supports the retention of customer contracts and documents in a manner that supports efficient process
- Works with our customer base to insure compliance with existing accounts receivable policy and minimize over terms accounts
- Suggests and deploys processes to increase customer satisfaction, efficiency, value and/or lower costs
- Involved in special projects from time to time, depending on business need
- Responsible for any other tasks and duties as assigned, which may or may not relate to the normal scope of this position
- Willingness to work in multiple locations and cross-train as needed

### **Required Knowledge, Skills and Abilities**

- Minimum of two (2) years of experience working directly with customer service
- Graduate of High School or equivalent
- Self-motivated with a high degree of comfort working independently in managing priorities and making decisions
- Basic understanding and prior experience in account set-up, billing, accounting and analyzing data

- Prior experience in the Fuel Industry preferred
- Strong sense of professionalism and ability to maintain discretion
- Well developed verbal and written communication skills
- Proven ability to provide the highest degree of customer service
- Demonstrated ability to work as part of a team in multiple locations and cross-train on a variety of functions
- Proficient user of Microsoft Office products (prior experience with customized internal computer programs i.e. petroleum software application) preferred
- Must be able to pass a pre-employment physical (conducted at our occupational health provider's location)
- Must meet employment eligibility standards set for criminal and other background checks

**Physical Demands and Work Environment**

While performing the duties and responsibilities of this position, the employee may be required to:

	Never	Occasionally	Often	Always
Talk			X	
Hear			X	
Vision - Close			X	
Vision - Far			X	
Stand		X		
Walk		X		
Push/Pull		X		
Lift < 25 lbs		X		
Sit			X	
Climb/Balance		X		
Stoop/Kneel/Crouch/Crawl		X		
Reach			X	
Feel/Use hands and fingers			X	

The employee will primarily work in an office environment. Outside of the office environment, this employee is exposed to moving vehicles. The noise level in the work environment is usually quiet to moderate.

Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

**Acknowledgement of Receipt and Understanding**

Employee Name: \_\_\_\_\_ (print) \_\_\_\_\_ (sign)

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_