Palmer Gas & Oil Job Description

Job Title: Customer Service Rep (CSR)
EEO Job Category: 5 – Administrative Support Workers
Employment Classification: Non-exempt
Department: Customer Service
Reports To: Customer Service Manager
Prepared By: Joanne L. Ermer
Updated: August 8, 2023

SUMMARY

Provide excellent customer service by greeting and answering customer questions in a friendly, conversational manner. Performs the following duties personally and in conjunction with other members of the team:

WORK HOURS

Normal work schedule is 8:00 am to 5:00 pm with a 1-hour lunch break.
Occasionally, during our busy season, additional hours may be required to meet our business needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:
(Other duties may be assigned)

- Responsible for efficient communication, harmonious interaction, and support of co-workers and management team members.
- Answers incoming phone lines, responds to all customer requests, and completes call logs and reports.
- Possesses clear communication skills - Conveys to customers exactly what he/she means.
- Knowledgeable in all Company programs to be able to communicate details to customers.
- Sells consultatively and makes recommendations to customers on various solutions the company offers its potential and existing customers.
- Receives and executes orders for service or delivery, per customer request.
- Sets up new accounts.
- Updates telephone numbers, email addresses, and verifies the billing addresses.
- Participates in telemarketing programs sponsored by the company.
- Checks phone loop and department emails on scheduled day.
- Provides on-the-job training for new employees.
- Reviews log notes in a timely manner.
- Has good time management skills.
- Remains professional and level-headed and reassures customers of the professionalism of our business.
- Assists in performing tasks within the department as needed.
- Performs other tasks assigned by the Manager to provide general support to company operations.
- Always maintains and promotes company brand guidelines and core values (Friendly, Simple, Safe).

SUPERVISORY RESPONSIBILITIES This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Strong organizational skills

- Exceptional interpersonal and social skills to build a good rapport.
- Great team player
- Customer service
- Detail-oriented with the ability to manage projects from inception through execution.
- Follow up in a timely manner with customers, and other employees.
- Remain calm in hectic situations.
- Dependable

SAFETY
Working safely is a condition of employment. Employees are responsible for following all Palmer Gas & Oil safety policies and procedures, attending required safety meetings and training, and immediately correcting or reporting unsafe conditions.

Employees must immediately verbally report and photograph all vehicle crashes, injuries, or other incidents to their manager. If the Manager is unavailable, the incident must be reported to the Safety Director, another Manager, or Human Resources.

Employees are expected to use all required personal protective equipment, follow safe work practices and perform only work for which they have been properly trained.

For employee safety and company fleet management, Palmer Gas & Oil has cameras installed in company vehicles.

EDUCATION/EXPERIENCE
Associate degree: or three to five years related experience/training. Must be able to pass PERC Education Program (PEP).

LANGUAGE SKILLS
Must speak fluent English. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

COMPUTER SKILLS
Microsoft Office suite: Word, Outlook, Excel is a plus. Ability to quickly learn our computer software. Use Google Drive and search the employee intranet.

MATHEMATICAL SKILLS
Able to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

REASONING ABILITY
Able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or listen. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Palmer Gas & Oil is a Drug Free Workplace. Must be able to pass a pre-employment drug screen and a criminal background check. Palmer Gas is an Equal Opportunity Employer.

Employee Acknowledgment:

_____
Employee's Printed Name

_____ _____
Employee's Signature Date

_____ _____
Manager's Signature Date