

## **Customer Service Representative**

Proulx Oil & Propane is a family-owned company specializing in the sales, service, and delivery of oil & propane products in Seacoast NH & Maine, Greater Manchester, and North Shore Mass.

Seeking Customer Service Representative for a fast-paced environment with excellent written and verbal communication skills. Must display a strong work ethic and be able to work well as a team and as an individual. Must display exceptional customer service abilities, such as but not limited to handling a large volume of incoming calls and emails, handling outgoing calls and emails, and proficiency in accurate data entry. Base pay\$18.00/hr. Additional compensation available, related experience heavily rewarded. Please note this is not a remote position.

### **Responsibilities:**

- Resolve customer inquiries and assist with billing and payment questions
- Take incoming requests for fuel deliveries and service appointments
- Helping customers to open new accounts with detail and accuracy
- Prepare price protection and budget pay contracts
- Educate customers on products and services

### **Qualifications:**

- Ability to multi-task
- Excellent phone demeanor
- Strong computer, math, and writing skills are required
- Ability to handle high call volume
- Display strong deductive reasoning skills
- Display strong problem-solving skills
- Ability to identify errors and properly correct them
- A graduate of a post-secondary education is preferred but not required.

### **Benefits:**

Medical, dental, life insurance, long & short-term disability, vacation, holidays, generous 401(k) match, team pay bonus program and fuel discount.  
Job Type: Full-time

Pay: From \$18.00 per hour

Expected hours: 40 hours per week with additional “winter hours” required (averaging one Saturday/month during winter season)