

Customer Service Representative (In-Office | Full-Time)
Proulx Oil & Propane — Family-Owned Since 1944

About Proulx Oil & Propane

Proulx Oil & Propane is a locally owned, family-run energy company serving Seacoast New Hampshire, Southern Maine, Greater Manchester, and the North Shore of Massachusetts. For over 80 years, our team has built long-term relationships with customers by delivering dependable service, honest communication, and strong community values.

Who This Role Is For

This position is ideal for someone who enjoys being part of a close-knit team, takes pride in helping people, and is looking for a stable, long-term role in a fast-paced, service-driven environment. Many of our most successful team members grow with us over time.

Position Overview

As a Customer Service Representative, you will be the primary point of contact for our residential and commercial customers. You will handle a high volume of inbound and outbound calls, emails, and account updates while working closely with our dispatch, service, and delivery teams.

This role requires strong attention to detail, clear communication, and the ability to stay calm and professional during busy winter heating periods.

Key Responsibilities

Answer and manage a high volume of customer calls and emails with professionalism and accuracy

Schedule deliveries and service appointments

Maintain accurate customer account records and perform detailed data entry

Communicate clearly with internal teams to resolve customer needs efficiently

Provide friendly, solution-oriented support during peak heating season

What We're Looking For

Strong written and verbal communication skills

Reliability and consistent attendance

Comfort working in a fast-paced, phone-based environment

Attention to detail and accuracy with customer information

Team-first mindset and willingness to learn

Prior customer service, office, or call center experience preferred

Compensation & Schedule

Base Pay: \$18.00/hour

Additional Compensation: Related experience and performance may be rewarded

Schedule: Monday–Friday, year-round

Seasonal Requirement: One Saturday per month, 8:00 AM–2:00 PM during heating season (October–March)

Location: In-office position (not remote)

Why Work With Us

Family-owned company with long-term employees and a supportive team culture

Stable, year-round employment in an essential service industry

Opportunity to grow and develop within the company

Work that directly supports local homes and businesses in your community

A Good Fit If You Are

Looking for long-term stability rather than short-term job changes

Comfortable working in a service-focused, phone-driven role

Interested in being part of a smaller company where your work is noticed and valued