

## **Job Description – Customer Service Rep.**

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### ***Job Overview:***

- The customer service representative position is responsible for the following:
  - Acting as a link between customers and branch personnel
  - Assisting customers with sales, payments, account and billing questions, complaints, error resolution, and other such inquiries
  - The candidate must possess considerable skills in communication, organization, problem solving, critical thinking and sound judgment

### ***Responsibilities and Duties:***

- Manages branch-level customer communication
- Assists customers with the following:
  - Sales of products or services
  - Processing payments
  - Updating account information
  - Answering billing, account or service questions
  - Resolving complaints and issues
  - Acting as a liaison between customers and other branch/corporate representatives
- Processes account transfers and location changes
- Advises customers on current promotions
- General office administrative duties
- Assists other branch personnel as considered necessary
- Acts as a representative of the company with a sound knowledge of policy and procedure

### ***Education and Experience:***

- Associate's or bachelor's degree preferred
- Relevant experience preferred
- Familiarity with Microsoft Office products

### ***Competencies:***

- Communication
- Organizational skills
- Team oriented

### ***Available Benefits:***

- Comprehensive benefits package
- 401(k) and profit sharing
- Paid holidays & vacation/sick time

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### ***Supervisory Responsibility:***

- None

### ***Work Environment:***

- This job operates in a professional office environment and requires the use of standard office equipment such as computers, phones and photocopiers/scanners

### ***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 hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

### ***Position Type / Expected Hours of Work:***

- This is a full-time position and regular work hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. and Saturday, 8:00 a.m. to 12:00 p.m. with the ability to work outside of or in addition to those hours as needed

### ***Travel:***

- Travel expectation is approximately 5%

### ***Other:***

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
- Heller's Gas, Inc. is an Equal Opportunity Employer



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***Heller's Gas, Inc. is a supplier of propane products and custom fireplaces to residential, commercial, industrial, agricultural and wholesale customers in the Mid-Atlantic Region. Family owned and operated since 1941, Heller's Gas prides itself on providing customers with quality products at an affordable price.***

***If you are interested in joining a rapidly expanding family owned company with excellent opportunities for growth, please contact us to apply or for more information!***

### **Contact Information**

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Apply online at  
[www.HellersGas.com](http://www.HellersGas.com)