



Customer Service Representative (FT)

DESCRIPTION Self-motivated, safety-conscious, and dedicated to customer service? Ready to join and support an outstanding local team of professionals? Realize your potential at our positive, supportive workplace. Already have skills? Advance faster. Jumpstart into a rewarding propane career at Star Gas Products, Inc.

We are currently in search of a customer service representative to join our work family.

PRIMARY RESPONSIBILITIES

Job description:

All CSRs are responsible for a high level of customer service to Star Gas customers. CSRs answer phones to answer customer questions, request and collect fuel payments, schedule service and proposal appointment callbacks, and fuel deliveries, respond to driver radio requests, and greet customers at the counter. Other responsibilities include the following: all CSRs are expected to work as a team and help each other throughout the workday and train newer CSRs. The training process may not be linear; a CSR might advance and learn several tasks out of the sequence shown below. During COVID, CSRs should determine if a mask is necessary when physically greeting customers. All CSRs report to the office manager.

REQUIREMENTS

- Age: 21 and above with a neat, clean appearance
- Proficient verbal and written communication skills
- Team player who displays a professional attitude to all customers, contractors, and teammates.
- Prompt, safety-conscious, enthusiastic, committed, proactive, resourceful
- High School Diploma or GED helpful
- Strong focus on customer service and working with people
- Capable of multi-tasking, be detail-oriented
- Tolerance of stress and high volume office work/pace/phonecalls
- Prior fuel business experience helpful
- Computer skills: familiarity with database input, Word, and Excel helpful.
- Have reliable transportation

POSITION

- Full-time: 40 hours, Monday—Friday, 8 to 5:00 pm, some overtime may be required

LOCATION

This job will originate out of our Poughkeepsie or our Kingston, NY office.

EOE STATEMENT

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, veteran status, or any other characteristic protected by law.