



Title	Customer Service Representative	Department	Customer Service
Reports To	Delivery Manager	FLSA Status	Non-Exempt; Hourly

SUMMARY

Under the general supervision of the Delivery Manager, the Customer Service Representative serves as the first point of contact for new and existing customers.

PRIMARY FUNCTIONS

The Customer Service Representative is primarily responsible for the following functions:

- Answers phones and addresses customer inquiries in a prompt, professional, courteous manner.
- Takes fuel orders via phone and enters them into the queue for delivery scheduling by Dispatch.
- Exercises precise attention to detail when onboarding new customers.
- Ensures that customer accounts are kept up to date.
- Ensures that customers are fully informed about special promotions and offers, including the Pre-Buy and Budget Programs.
- Processes walk-in payments from customers.
- May assist in collections in the absence of the Accounting Assistant.
- Assists in general office work such as filing, preparing paperwork for Drivers, etc.
- Performs all other similar duties as required.

QUALIFICATIONS

Required:

- High school degree or equivalent.
- 1-2 years' experience in customer service.
- Ability to remain calm and professional when addressing customers.
- Ability to work rotating Saturdays from 8 AM to 1 PM during peak demand seasons.
- Ability to work extended hours as necessary, especially during peak demand seasons.

Preferred:

- Prior experience working for a fuel company.
- Bilingual in English or Spanish.
- Familiarity with Blue Cow and Ignite software.

SUPERVISION

Received: Works under the general direction of the Delivery Manager.

Exercised: None.

WORKING ENVIRONMENT

- Moderately noisy office, subject to frequent interruptions.
- Not subject to extreme variations of temperature and odors.
- Broco Energy is a family-friendly workplace. Well-behaved dogs are regularly in the office and children are frequently present. There is a shy cat on the second floor.

The Company has completed a full Job Hazard Assessment for this position that is evaluated at least annually and reviewed with all employees during onboarding.

PHYSICAL REQUIREMENTS

- Frequency required to walk, stand, sit, talk, and hear.
- Regularly operates basic office equipment such as computers, phones, printers, etc.
- Regularly views computer screens, sit, and work with details for extended periods of time.

DISCLAIMERS

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions as listed either unaided or with the assistance of a reasonable accommodation, to be determined by management on a case-by-case basis.

This job description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer and requirements of the job change.

Broco Oil, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status, and will not be discriminated against on the basis of disability.

Broco Oil, Inc. does not use Artificial Intelligence (AI) to evaluate candidates or make decisions regarding employment.

ACKNOWLEDGEMENT

By signing below, you confirm that you have read and understand this job description.

Signature

Print Name

Date