

Customer Service Specialist

MountainFlame Propane is seeking a professional, motivated, team minded individual to help support our staff. The successful candidate will have strong communication and organizational skills, excellent customer service and possess the ability to learn rapidly. This position will work directly with existing and new account customers and process their paperwork, schedule fuel deliveries and service calls, receive phoned in payments and other office duties as assigned. If you enjoy a fast-paced environment and team atmosphere this could be the job for you. Office experience and computer knowledge is a must. Experience in the propane or fuel industry as well as Rural Computer Consultants Software is desired but not required. To view the complete job description please go to www.mountainflamepropane.com. If you feel you meet the criteria please forward your resume and letter of introduction to barbara@mountainflamepropane.com or fax to 559-855-7555 Attn: Barbara No phone calls please.

List of Job Duties – Customer Service Specialist – Open Position

Create New & Returning Customer Accounts

Schedule Routine New & Returning Customer Safety Gas Checks

Schedule New Customer Tank Sets

Receive DocuSign Documents From Customers & Forward To Office Manager

Follow-up & Process Non-Sufficient Fund Checks

Process Credit Card & ACH Payments

Process APS Daily

Review Customer Expiration Dates With RCC Pay Method Report

Call Customers For New Information When Credit/Debit Cards Are Declined

Update White Boards In Both Offices

Provide List Of Office/Printed/Kitchen Supply Inventory To Office Manager Monthly

Assist With Scheduling Of Fuel Deliveries

Assist With Dispatching Orders To Drivers & Service Techs

Assist With Forwarding Calls To Appropriate Department With Thorough, Detailed Messages

Cash Drawer – Taking Cash Payments & Provide Change

Reconcile Cash Drawer Weekly On Friday

Set-Up Customers On Auto Pay System

Process Returned Mail

Process Referral Gift Cards

Process Gift Certificates

Mail Out Gift Cards To Referring Customers

Send Out Weekly Email For On Call Employees

Schedule All Department Monthly Meetings On Calendar

Create Detailed, Pertinent Notes On Customer Accounts

Assist With Other Job Duties As Assigned