

WE ARE HIRING!



CUSTOMER SERVICE REP

We are looking for a reliable Customer Service Representative to join our Ghent, NY location who enjoys a fast-paced environment and wants to be part of a team. The ideal candidate will enjoy a variety of tasks including the following:

- Address high volume of customer service inquiries quickly and accurately, by telephone and email, while providing a high level of service and support to each customer.
- Document conversations with customers to track requests, problems, and solutions.
- Contact customers to confirm appointments and schedule appointments for service.
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Other office duties as required.

Experience and Background:

- Must be organized and able to carry out instructions.
- Excellent communication skills with ability to maintain calm, friendly demeanor.
- Demonstrated competence in computer usage.
- Commitment to quality and accuracy of work performed and continuous improvement.
- Demonstrated ability to work well with others and to participate in a team.
- Reliability is key for the success of this role.
- Experience in HVAC & fuel delivery industry is preferred

Benefits:

- Competitive pay based on experience
- Health Insurance
- Dental Insurance
- 401(K) and profit sharing
- Paid vacation and holidays
- Open-door Policy
- Employee discounts on fuel/service