

Farm & Home Oil Company
☞ **JOB POSTING** ☞
for
F/T Seasonal Customer Service Representative

Reports to:	Cust. Service/Sales Mgr	Department:	Customer Service
Division:	Telford	Date	7/16/2010

ESSENTIAL FUNCTIONS:

- Extensive customer contact; incoming customer relations' issues, order calls, resolving customer complaints
- Introduce pricing and services to potential new customers that call
- Take new customer leads and credit applications over the telephone and make appointments for sales representatives
- Keep organized follow up data regarding customer issues
- Compose letters to follow up on customer complaints
- Relate to other office personnel to resolve customer concerns
- Work on special projects that require making phone calls to customers after company mail outs and equipment installations
- Act as support personnel to the supervisor.
- Other duties as directed by supervisor.

KNOWLEDGE:

Must have ability to work with a computer, adding machine, fax machine, telephone, printer, postage machine, and PC for customer correspondence.

EXPERIENCE:

Positive attitude, willingness to learn, enjoy working in a team environment, strong customer service background, including extensive phone work, aptitude for figures, ability to relate to customers and personnel at all levels.

HOURS:

Full-time, seasonal