



Job Title: Energy Customer Service Specialist

Division:	Energy	Job Code:	490
Location:	Ag South 3653 NE Steelhead Run Rd Albany, OR 97321	Travel Required:	No
Level\Pay Range:	Pay range: \$17 to \$23/hr	Position Type:	Hourly, non-exempt
Reports to:	Energy Operations Manager		

Job Description

PURPOSE

The purpose of this job is to fulfill the responsibility for the customer service and administrative duties related to bulk fuel, propane and lubricant products. This job will also involve back up dispatch, assisting with management of Pratum’s bobtail fuel drivers, vehicles, and transports. This is a very important customer service role as this position is a primary connection between Pratum Co-op and its customers. Pratum Co-op’s mission is to be an **agricultural cooperative dedicated to innovative solutions, excellent service, and long-term relationships.**

The following are general tasks and responsibilities related to this position, but the position may require other duties and special projects as assigned by management.

GENERAL TASKS

- Answer and respond to all incoming calls related to propane, fuel, oil, and lubes, for fulfillment of customer orders
- Receive fuel transports into BOL log and Cargas
- Invoice oil delivery tickets, bobtails, propane, gas station sales and transport deliveries
- Update fuel inventory spreadsheet for gas station sales and inventory, Millersburg pulls, run related weekly reports
- Update spreadsheets for Mehama, Silverton, and Turner gas station reports
- Post cash and credit receipts into Cargas
- File invoices into customer files
- Assist with dispatch and coordinate schedules with drivers.
- Work with drivers to resolve any issues, problems, or concerns that come up during deliveries
- Work in Cargas to create orders for propane, fuel, oils, and lubes
- Work closely with propane manager to schedule his site visits, post inventory, bill out propane, and handle most propane related calls
- Work with oil and lubes manager to receive inventory into Cargas.



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EXPECTATIONS

- Comply with federal, state, and company policies, procedures, and regulations, maintaining familiarity with the employee handbook
- Function in a way that fulfills Pratum’s Values
 - **Integrity:** always doing the right thing
 - **Safety:** committed to a safe environment for our employees and customers
 - **Professionalism:** dealing with all relationships in a courteous and respectful manner with a positive image, timeliness
 - **Results Oriented:** delivering on your promises
 - **Teamwork:** respecting one another with humility, working with the ag management team
 - **Stewardship:** careful and responsible management of our resources and environment
 - **Customer Service:** exceeding expectations of those we serve
- Passionate engagement with Pratum Energy, motivated to contribute to Pratum’s success and the fulfillment of our mission, vision and values

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Knowledge of Propane and fuel tanker operations is a plus
- Ability to read English and follow written and verbal instructions, read maps, shipping papers, hazardous material labels, emergency instructions and general business information.

PREFERRED SKILLS

- Teamwork and collaboration
- Working knowledge of Microsoft Word, Excel and Outlook, using computers for reports
- Excellent communication skills
- Ability to take initiative and independently research and resolve problems
- Vendor relationship and customer service skills
- Organization

Prepared By:	Mark Garland, HR Manager	Date:	January 24, 2019
Approved By:	Fuel and Lubricant Operations Manager	Date:	January 24, 2019
Last Updated By:	Brandi Hollstein, HR Assistant	Date:	01/06/2022
Employee Name:		Email:	
Employee Signature:		Date:	



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Physical Requirements

General Notes:

This is primarily an office position so being able to work in a chair for long periods of time is essential

Tools & Equipment Used:

Typical office equipment

ENDURANCE

Sitting
Standing
Walking
Change Positions?

Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%	Total Hours At one time	Total Hours in a work day
				X	3	<= 8
		X			0.5	1
	X				0.5	1
		X				

LIFTING AND CARRYING

1-20 lbs
21-50 lbs
51-75 lbs
>75 lbs

Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
			X	
	X			
	X			
X				

Maximum # lifted/carried without assistance 80 **Lifts/carries exceeding this weight are done with 2 people or lift device**

OTHER PHYSICAL REQUIREMENTS

Bend/Stoop
Twist
Crouch/squat
Kneel/Crawl
Walk-Level surface
Walk-Uneven surface
Climb Steps/Ladder
Work at heights
Reach at or above Shoulder
Use of Arms, Wrist
Use of Hands grasping/squeezing
Operate foot controls

Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
	X			
	X			
	X			
X				
		X		
	X			
X				
	X			
		X		X
	X			

ENVIRONMENT:

Inside 95 % of time
Temperature Extremes Yes No
Works on or around moving machinery or mechanical parts
 Outside 5 % of time
Vibration Yes No
 Yes No

SIGNATURES

If, at any time during my employment, I think my job requires physical exertion beyond these limits, I will notify my direct supervisor for authorization before I exceed these limits.

Employee Signature _____ Date _____

Employer Representative(s):

Print Name Title Signature Date

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