

Job Description: Customer Service Specialist
Department: Empire Petroleum Services
Reports To: VP of Empire Petroleum Services
FLSA Classification: Non-Exempt
Salary Range: \$20.00 to \$25.00 per hour depending on experience

Primary Objective:

. The **Customer Service Specialist** is responsible for providing excellent customer support and administrative assistance within the Petroleum Service Division. Acting as the first point of contact for customers, this role ensures smooth communication and workflow from initial inquiry through invoicing.

The ideal candidate is highly organized, detail-oriented, and possesses strong interpersonal skills to balance **customer needs** with internal operational requirements.

Key Responsibilities:

Customer Interaction & Routing

- Answer and professionally route incoming customer calls and service requests.
- Provide courteous, knowledgeable assistance and direct inquiries to the appropriate team members.

Customer Onboarding & Database Management

- Set up and maintain new customer accounts in the company database.
- Ensure client information is accurate, up-to-date, and compliant with company policies.

Sales Support & Communications

- Assist the sales team with quotes, proposals, and follow-up communications.
- Coordinate with dispatch, technicians, and sales staff to schedule services and installations.
- Draft and distribute customer correspondence, service updates, and confirmations.

Administrative & Operational Support

- Review and code corporate credit card transactions to appropriate general ledger accounts.
- Collect, verify, and maintain receipts/documentation for all corporate card expenses.
- Follow up with employees to resolve missing receipts or discrepancies.
- Perform general office tasks, including document preparation, filing, reporting, and records management.

Invoicing & Billing

- Prepare and issue accurate customer invoices in a timely manner.
- Process payments, reconcile accounts, and respond to customer inquiries regarding invoices, statements, or account balances.

Qualifications and Skills:

- Previous experience in **customer service, administrative support, or office coordination**; experience in petroleum or service industries preferred.
- Strong **written and verbal communication skills**.
- Proficiency with **Microsoft Office Suite** (Word, Excel, Outlook) and CRM/accounting software.
- Ability to multitask, prioritize, and adapt in a fast-paced environment.
- Strong organizational skills and attention to detail.

Preferred Traits

- Customer-first mindset with a professional and approachable demeanor.
- Strong problem-solving skills and the ability to think independently.
- Team-oriented while capable of managing tasks autonomously.

Benefits:

- Competitive salary and performance-based bonuses.
- Comprehensive health, dental, and vision insurance.
- 401(k) plan with company match.
- Professional development and training opportunities.

Physical Requirements:

- The physical requirements of the job in an office environment, including, but not limited to the following: Prolonged sitting while operating computer and office equipment, occasional walking, minimal lifting and reaching.

The above job description is not a contractual or binding document, nor does it alter the employment at-will status. It is provided as a guide to the types of duties required to be undertaken. Duties may vary from time to time and this description is subject to review. Modifications will be made as needed to support changes in business requirements.

*I have reviewed and understand the job description and believe it to be accurate and complete. I understand that **Newman Properties** retains the right to change the Job Description as they deem necessary. I will follow and adhere to my Job Description to the best of my ability.*

Employee Signature: _____

Date: _____