



FULL-TIME CUSTOMER SERVICE REPRESENTATIVES– ERIE, PA

National Fuel currently has employment opportunities for full-time Customer Service Representatives at our Erie, PA Customer Response Center. Customer Service Representatives are responsible for responding to customer inquiries via telephone in a call center environment and in person.

Candidates must possess exceptional interpersonal skills, an understanding and compassionate nature, and be adept at identifying customer needs in a helpful, patient, and expeditious manner. National Fuel is looking for candidates with a proven history of dependability and reliability. Prior experience and demonstrated success working in a customer service focused environment is required. Candidates will be provided with extensive on-the-job training and must demonstrate the ability to quickly learn new computer programs/systems as well as the relevant regulations required to service our customers. Proficiency with computers and web-based programs is needed to be successful in this role. Candidates interested in these positions must possess a minimum of a high school diploma or equivalent.

Candidates must be available to work a flexible work schedule, Monday – Friday between the hours of 7 a.m. – 6 p.m. The successful candidate for this position will join a training class that will last for approximately 6-8 weeks during which time customer service skills are regularly evaluated. National Fuel's Customer Service Representatives work in a fast-paced call center environment that receives thousands of inbound calls each day from utility customers in our Pennsylvania service territory. The nature of the calls received varies widely, and can involve emergency calls, account/billing questions, meter reads, new service requests and collections issues, among other inquiries. Due to the volume of calls received, and to enhance the level of service we provide to our customers, all customer calls are recorded. Supervisors regularly monitor the quality and accuracy of the Customer Service Representatives' calls. The starting rate of pay for this position is \$16.39 per hour. National Fuel also offers a comprehensive benefits package which includes health insurance, paid vacation time, and a 401(k) Tax Deferred Savings Plan.

If you are interested in starting an exciting and rewarding career with a great company, please email or mail your resume and cover letter to the address listed below making sure to reference **Position #17-013PA – Full Time Customer Service Representative** in your correspondence. Resumes must be received by our office by March 27, 2017.

**NATIONAL FUEL
HUMAN RESOURCES
FULL-TIME CUSTOMER SERVICE REP. – POSITION #17-013PA
P.O. BOX 2081
ERIE, PA 16512**

OR EMAIL TO:

jobs@natfuel.com

Please be sure to reference the position #17-013PA and job title in the subject line of your email. Any candidate offered a position with National Fuel will be required to successfully complete a pre-employment drug test.

EQUAL OPPORTUNITY EMPLOYER MINORITIES, WOMEN, DISABLED, PROTECTED VETERANS