



CONSUMER BUSINESS SUPERVISOR - WILLIAMSVILLE, NY

National Fuel is currently seeking a **Consumer Business Supervisor** for an outstanding career opportunity in our **Consumer Business** department located at our corporate headquarters in **Williamsville, NY**. National Fuel is proud to have an inclusive workplace where diversity is valued, hard work is rewarded and promotion from within is supported. We offer exciting career opportunities for talented and ambitious job seekers and encourage you to apply today.

PRIMARY RESPONSIBILITIES:

- Direct management of hourly employees in an office setting.
- Management areas of the department include Phone Center, Quality Assurance, Billing and Customer Accounting, Remittance Processing and Collections, Financial Controls/Reconciliations and Walk-in Offices.
- Ensuring compliance with state regulations, service quality performance goals, customer accounting and other back-office functions.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree
- Exceptional customer service, communication, and problem-solving skills
- Ability to adapt quickly to changing situations
- Ability to work independently as well as in a team environment
- Prior experience in a supervisory/leadership capacity
- Demonstrated leadership and analytical skills

PREFERRED QUALIFICATIONS:

- Bachelor's degree with a concentration in Business Administration or related field

ABOUT NATIONAL FUEL:

National Fuel is a diversified energy company headquartered near Buffalo, NY. Our employees continue to be the most important part of our Company and have made us who we are today. We are dedicated to the communities in which we live and work and have nearly 2,000 employees in Western NY and Northwest PA.

COMPENSATION AND BENEFITS:

The rate of pay for the Customer Service Business Supervisor will be commensurate with experience.

National Fuel offers a comprehensive benefits package including the following:

- Medical and Prescription Drug Coverage
- Dental Coverage
- Vision Coverage
- 401(k) with Company Match
- Company Funded Retirement Savings Account
- Flexible Work Schedule
- Paid Time Off
- Paid Company Holidays
- Parental Leave for Mothers and Fathers
- Tuition Reimbursement
- Life Insurance
- Long Term Disability Insurance
- Flexible Spending Account
- Charitable Giving Programs

HOW TO APPLY

The successful candidate will be required to pass a DOT mandated drug test, as well as participate in random drug testing. The DOT maintains a list of banned substances which includes medical or recreational marijuana. For confidential consideration, please submit your resume and cover letter (preferably in PDF format) by **May 23, 2022** to jobs@natfuel.com. **Attachments with a .docm extension will not be accepted.**

Please reference position **22-030NY – Customer Business Supervisor** in the subject line of your email.

National Fuel is a proud equal employment opportunity employer. We believe our differences makes us all better, pushing us to look at things differently while enriching our own personal life experiences. That's why we're committed to building a diverse workforce and an equitable and inclusive work environment.

We celebrate diversity and do not discriminate based on race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, national origin, disability, veteran status, or any other legally protected basis.