



## NEW YORK CUSTOMER SERVICE REPRESENTATIVES – WILLIAMSVILLE, NY

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National Fuel is currently seeking **full-time Customer Service Representatives** for an outstanding career opportunity at our **Williamsville, NY Customer Response Center**. 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:

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- Candidates interested in this position must be available to work an adaptable work schedule, Monday – Friday between the hours of 7 a.m. - 6 p.m.
- Work in a fast-paced call center environment that receives thousands of inbound calls each day from utility customers in our New York service territory.
- Respond to a large variety of inbound calls which can include but are not limited to emergency calls, account/billing questions, collection issues, meter reads and new service requests.
- Due to the volume of calls received and to enhance the level of service we provide to our customers; all customer calls are recorded.
- This position requires employees to attend an instructor guided training course that will last for approximately 12-14 weeks (Monday - Friday 8:00 a.m. – 4:30 p.m.), during which customer relations & computer skills will be evaluated regularly.
- After successful completion of the training course, the work schedule for this position will be Monday - Friday 9:30 a.m. – 6:00 p.m.

### MINIMUM QUALIFICATIONS:

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- High school diploma or equivalent
- Prior experience with the ability to improve and increase productivity working in a customer service focused environment
- Proficient at navigating computer applications and web-based programs
- Exceptional interpersonal skills, an understanding and compassionate nature, and be adept at identifying customer needs in a helpful, patient, and expeditious manner
- Proven history of dependability and reliability

### PREFERRED QUALIFICATIONS:

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- Prior experience with SAP and/or Microsoft Office applications.

### ABOUT NATIONAL FUEL:

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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:

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This is a position within the Company's collective bargaining unit with an hourly rate of pay of **\$22.12, after 6 months \$23.57, and after 1 year \$25.27.**

National Fuel offers a comprehensive benefits package including the following:

- Medical and Prescription Drug Coverage
- Dental & Vision Coverage
- 401(k) with Company Match
- Company Funded Retirement Savings Account
- Paid Vacation
- Paid Company Holidays
- Paid Sick Time
- Parental Leave for Mothers and Fathers
- Tuition Reimbursement
- Life Insurance
- Flexible Spending Account
- Charitable Giving Program

### HOW TO APPLY:

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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 medicinal or recreational marijuana. For confidential consideration, please submit your resume and cover letter (preferably in PDF format) to [jobs@natfuel.com](mailto:jobs@natfuel.com) by **June 23, 2022**. **Attachments with a .docm extension will not be accepted.**

**Please reference position #22-031NY - New York Customer Service Rep 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.