



Emergency Services Representative/Dispatcher – West Seneca, NY

National Fuel is currently seeking **Emergency Services Representatives** for an outstanding career opportunity in our **Operations Clerical department** located at our **Mineral Springs Service Center in West Seneca, 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:

- Accurately relaying information regarding customer service and emergency situations to employees working in the field using radios or telephones, in a dispatch role
- Responding to customer calls regarding gas emergencies
- General clerical work including data entry, gathering data and creating reports, maintaining various maps and service line records and operation of office equipment
- Candidates **MUST BE AVAILABLE** to work a flexible schedule that includes evenings, nights, weekends and holidays. **Candidates must be available to work all of the following schedules:**
 - 7:30 a.m.-4 p.m.
 - 1:30 p.m.-9:30 p.m.
 - 11 a.m.-7:30 p.m.
 - 4 p.m.-12 a.m.
 - 12p.m.-8p.m.
 - Midnight – 8:00 a.m.
- This position is an integral part of a 24-hour, 7-day per week operation and schedule changes may occur with short notice

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent
- Excellent communication and customer service skills. Demonstrate attention to detail, organizational skills, and multitasking are required
- Strong Microsoft Office (Word and Excel) skills

PREFERRED QUALIFICATIONS:

- Emergency services background
- Experience in a phone center or customer service environment

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:

This is a position within the Company's collective bargaining unit with a **starting rate of pay of \$22.12/hour; after 1 year \$25.27/hour and a 5% increase after 4 years of service in the position.**

National Fuel offers a comprehensive benefits package including the following:

- Medical and Prescription Drug Coverage
- Dental 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 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 marijuana, even if prescribed for medicinal purposes. For confidential consideration, please submit your resume and cover letter (preferably in PDF format) by **December 2, 2022** to jobs@natfuel.com. **Attachments with a .docm extension will not be accepted.**

Please reference position **22-049NY - Emergency Services 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.