



LP Delivery Specialist

DEPARTMENT: Energy
REPORTS TO: LP Sales/Service Specialist
LOCATION: Lyndon LP

STATUS: Non-Exempt

PURPOSE AND SUMMARY STATEMENT

Delivers bulk LP through-out established territory, and promotes LP services and programs offered by Gold Star FS.

ESSENTIAL JOB FUNCTIONS

Delivers bulk LP to customer's home, farm or place of business, providing a high level of customer service and support.

Efficiently manage and maintain assigned territory utilizing degree day card system, and wEBS (Web Enabled Billing System)

Understands and enforces company credit policy.

Records sales and delivery information, maintains updated and accurate customer information in wEBS database.

Communicate details of services and programs offered to customers and prospects.

Follow up on, and resolve customer complaints in a timely manner.

Provide and explain promotional material with customers and prospects.

Perform service work, installing propane tanks, conducting leak checks and other tasks as necessary.

Promote safety and safety standards outlined in company policy and procedure manuals.

Work with facility team to build unity and help accomplish company goals.

Display good judgement, positive attitude, and enthusiasm in dealing with customers prospects and employees.

OTHER JOB FUNCTIONS

Responsible for maintaining the assigned vehicle according to company standards, adheres to the uniform policy, and maintains the appropriate professional image.

Attend meetings as requested.

Submit required reports promptly as requested by supervisor and communicates activities in trade territory on a regular basis.

Perform all other duties as assigned.

JOB QUALIFICATIONS

Normally requires a high school diploma or equivalent and demonstrated reasoning ability to solve practical problems and handle customer inquiries and concerns as well as possess a mechanical aptitude.

Must be able to obtain and maintain a Commercial Driver's License (CDL) with hazmat, tanker and air brake endorsements and maintain a satisfactory driving record.

Must attend and successfully pass required Propane Delivery and Service Training (CTEP) in required time frame. Regularly attend refresher training classes and IPGA meetings as deemed necessary.

Must be willing to work hours beyond those considered "normal", as well as be part of an on-call rotation.

Must be able to work in extreme conditions, including adverse weather, chemicals and dust.

OTHER SKILLS & ABILITIES

Basic computer skills and the ability to utilize technology.

Candidate must have the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, must also have the ability to compute rates, ratios and percentages

Must have the ability to read, analyze and interpret technical procedures, and government regulations. Requires the ability to carry out written and oral instructions, and follow technical diagrams. Should be able to effectively present technical information as well as respond to questions from managers, customers and the general public

Ability to balance a demanding work schedule with personal life .

Good communication, persuasion and team work skills.

Strong mechanical aptitude and problem solving skills