

Company/Organization Name: JP Energy – Pinnacle Propane Express

Location: Gurnee, IL

Position/Title: Customer Service Representative



Duties/Responsibilities:

Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

ESSENTIAL JOB FUNCTIONS:

- Answer Incoming Calls professionally
- Respond To Customer's inquiries
- Research required information using available resources
- Handle and Resolve customer complaints
- Provide Customers with Product and Service Information
- Enter customer delivery orders for: request for delivery; store closing and cage to be picked up; equipment issues etc.
- Identify and escalate priority issues
- Route calls to appropriate resources
- Process New Customers
- Prepare New Customer Packets and prepare to be routed for Setting of Cages
- Follow Up customer calls when necessary
- Computer Literate
- Must be available Mon – Sat.

Salary Range: \$12.00 – \$14.00/hour DOE

Application Instructions: http://www.jpenergypartners.com/careers_jobs.php

To Apply Online: http://www.jpenergypartners.com/careers_jobs.php