

**NELLA OIL COMPANY
JOB DESCRIPTION**

JOB TITLE: TEAM MEMBER "Customer Service/Cardlock "

PREPARED BY: Michael Belles

DATE: 11/1/04

APPROVED BY:

DATE: 11/1/04

SUMMARY: To perform general customer service duties for NELLA Oil Cardlock customers. This position reports to the Customer Service Manager in the Commercial Fuels Division of NELLA Oil Company.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Give all guests prompt and courteous service.
- Setting up new accounts and issuing new cards to customers and invalidating lost or stolen cards.
- Validating customer information using Company software
- Generate PIN letters daily
- Turning accounts "on" or "off" as directed by Credit Department
- Updating customer account and pricing information on the website
- Assist customer w/ site surveillance videotapes.
- Regular attendance at the worksite

GENERAL RESPONSIBILITIES:

- Promote and support Company image standards.
- Adheres to all city, county, and state regulations.
- Work in a safe manner and report all types of accidents immediately.
- Perform other tasks as directed by the Customer Service Manager.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience. Ability to operate a personal computer, internet use and proficient knowledge of Microsoft Office Suite applications.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to guests and team members.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY: Ability to apply common sense understanding to carry out detailed, but uninvolved written or oral instructions.. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the team member is regularly required to stand, drive and talk or hear. The team member frequently is required to walk. The team member is occasionally required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The team member must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

3/22/2010

WORK ENVIRONMENT: The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the team member occasionally works in high, precarious places; in outside weather conditions; and is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold, and risk of electrical shock. The noise level in the work environment is usually moderate.