

**EMPLOYER - ALSO COMPLETE SHADED SECTION FOR DCC USE**

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| Employer:           | Meenan   |
| Street Address:     | 700 South Drive  |
| City, State, Zip:   | Hopewell Junction, NY  |
| Phone:              | 516-495-1131   |
| Website:            | <a href="http://www.meenan.com">www.meenan.com</a>                   |
| Contact Name/Title: | Meghan Nocita/Talent Acquisition Specialist                          |
| E-mail:             | <a href="mailto:mnocita@stargrouplp.com">mnocita@stargrouplp.com</a> |

**Position Title:** Customer Service/Call Center Representative-Hybrid Remote

Part-Time  Full-Time

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| Company/Organization Name:   | Meenan   |
| Location:  | Hopewell Junction, NY  |
| Company/Organization Profile & Size:<br>(include website)                    | <p>Founded in 1934 in New York City by William F. Kenny, Jr. and led by Governor Alfred E. Smith as the company's first Chairman of the Board, Meenan was established as a local company to help make their friends and neighbors more comfortable with superior home heating oil services. Since then, Meenan has built on their original goal to enjoy a proud history of providing not just home heating oil but a range of premier home comfort services to customers far beyond New York City, throughout communities in NY, NJ and PA.</p> <p><b>Website:</b> <a href="http://www.meenan.com">www.meenan.com</a></p>   |
| Industry:  | Energy   |
| Position Description/<br>Responsibilities:<br>(include where job is located) | <p>Work in a Hybrid Role, 3 days a week in office 2 days a week from home- We have immediate openings for Customer Service Representatives, to support our customer base working in this hybrid role.</p> <p>If you enjoy talking to people and helping them, want to grow your career and are passionate about quality Customer Service we have just the opportunity for you!</p> <p><b>Job Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Your specific duties in this role will include, but are not limited to:</li> <li>• Assist customers with their inquiries via inbound and outbound calls</li> <li>• Communicate clear and accurate information</li> <li>• Customer account updates/maintenance</li> <li>• Finding resolution for customer problems and issues</li> <li>• Assisting with customer retention</li> <li>• Serve as the customer's advocate, working closely with other departments to ensure timely resolution of customer issues</li> <li>• Escalates more complex issues as needed</li> </ul> |

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|   | <ul style="list-style-type: none"><li>• Renew customer contracts; educate customers regarding service options and handle billing issues.</li></ul>  |
| Qualifications/<br>Required and/or<br>Preferred Skills: | <p>Job Requirements:</p> <p>Specific qualifications for the role include, but are not limited to:</p> <ul style="list-style-type: none"><li>• 1-2 years customer service related experience</li><li>• Computer Skills- MS office, typing skills</li><li>• Excellent communication and telephone skills</li><li>• Ability to multitask</li><li>• Ability to work well under pressure.</li><li>• Strong troubleshooting abilities</li><li>• Work efficiently and effectively both independently and with a team</li><li>• Able to manage difficult customer situations and respond promptly to service requests to meet customer needs.</li><li>• Strong follow up skills</li></ul> <p>Home Office Requirements include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Dedicated workspace with consistent power supply for individual use during working hours</li><li>• Fast, reliable and secure internet connection that is hard wired to the modem</li><li>• Computer and phone equipment will be supplied</li></ul> <p>Benefits:</p> <p>We provide a competitive compensation and benefits package, including:</p> <ul style="list-style-type: none"><li>• Medical coverage</li><li>• Dental coverage</li><li>• 401(k)</li><li>• Paid Vacation &amp; Holidays</li></ul> |

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|                    | We are proud to be an equal opportunity employer, and are committed to a drug and alcohol-free workplace. |
| Employment Type:   | <input checked="" type="checkbox"/> Hourly <input type="checkbox"/> Salary                                |
| Wage Rate or Range | Based upon experience.  |

**How to Apply:**

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| E-mail: <a href="mailto:mnocita@stargrouplp.com">mnocita@stargrouplp.com</a> |  |
| Online:  |  |
| U.S. Mail:   |  |
| Contact Name & Title: Meghan Nocita Talent Acquisition Specialist            |  |
| Include:   | <input checked="" type="checkbox"/> Resume <input type="checkbox"/> Cover Letter |

**Additional Comments:**

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