EMERGENCY SERVICES REPRESENTATIVE – WEST SENECA, NY

National Fuel is currently seeking Emergency Services Representatives for an outstanding career opportunity in our Operations Clerical department at our Mineral Springs Servicenter located in West Seneca, NY. As a member of the National Fuel team, you will enjoy an exciting and challenging work environment where top performance is recognized and rewarded.

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
- 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., 3 p.m.-11 p.m., 4 p.m.-12 a.m., and midnight – 8:00 a.m. shifts
- 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. 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.

COMPENSATION AND BENEFITS:

This is a position within the Company’s collective bargaining unit with a starting rate of pay of $20.64/hour. After 6 months $21.99/hour and after 1 year $23.58/hour.

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 20, 2019 to:

National Fuel
#17-056NY
6363 Main Street
Williamsville, NY 14221
jobs@natfuel.com

Please reference position #17-056NY in the subject line of your email

EQUAL OPPORTUNITY EMPLOYER MINORITIES, WOMEN, DISABLED, PROTECTED VETERANS