SERVICE SPECIALIST – JAMESTOWN, NY

National Fuel is looking for qualified and dedicated people to help us further improve the efficiency and quality of our services while providing our customers with outstanding service. We currently have Service Specialist positions available at our Jamestown Service Center located in Jamestown, 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:
Customer Service personnel are responsible for a variety of customer service functions including:
- Emergency leak response
- Reading meters and performing collection work
- Mechanical fitting work
- Re-lighting appliances
- Line locating
- Maintain manual and electronic operating records
- Perform installs, changes, builds or rebuilds all sizes of meter sets

MINIMUM QUALIFICATIONS:
- High School diploma or equivalent
- Valid Driver’s License with a clean driving record
- Experience in plumbing, heating, air conditioning or a related field
- Mechanical aptitude and the ability to troubleshoot technical issues
- Excellent customer service/communication skills
- The physical capability to work outdoors in all types of weather and the ability to work in and around hazards and difficult to reach areas is required.
- Basic literacy skills. The ability to read, legibly prepare written documentation and have the ability to accurately interpret and analyze written information
- Basic computer skills

MINIMUMQUALIFICATIONS:
- Must live within a 20-mile radius of the Jamestown Service Center located at 1384 Peck Settlement Road, Jamestown, NY or be willing to relocate. Candidates may be given 6 months from their hire date to permanently relocate.
- Shift available: Wednesday - Friday 1:30 p.m. - 10:00 p.m., Saturday and Sunday 8:00 a.m. – 4:30 p.m.

PREFERRED QUALIFICATIONS:
- Knowledge of gas appliance operation
- Basic computer knowledge for work order documentation

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 position is within the Company’s collective bargaining unit with an hourly rate of pay of $21.24 plus a $1.00/hr. shift premium.

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
Service Specialist - #19-060NY
6363 Main Street
Williamsville, NY 14221
jobs@natfuel.com

Please reference position #19-060NY in the subject line of your email

EQUAL OPPORTUNITY EMPLOYER MINORITIES, WOMEN, DISABLED, PROTECTED VETERANS