

JOB TITLE: Propane Specialist

OVERVIEW: Basic duties include propane delivery and service to residential, agriculture and commercial customers in a safe and efficient manner following all codes of standards and regulations. Propane Specialists manage propane customer delivery and service operations within the assigned route area, and work with team members to provide assistance in other route areas. Perform deliveries and service in such a manner as to maintain good customer relations. Educate customers on the safe use of propane and appliances.

OBJECTIVES**UNITED & FRIENDLY:**

- Proudly conveys the strengths of United Farmers Cooperative, its services, and opportunities to others, including, but not limited to customers, communities, and co-workers.
- Approaches daily work with enthusiasm and energy.
- Maintains a team focus and is willing to serve as operational support to any assigned UFC location as staffing needs arise.
- Acts as the first line of support for the UFC Energy department's sales team.
- Work with the cooperative team to facilitate excellent customer service across multiple locations

CONNECTED & COMMITTED:

- Safely load and deliver LP gas via bobtail truck to UFC's customers including residential, agriculture and commercial accounts.
- Perform tank and line installations, including gas leak and pressure checks, to ensure proper operations of customer equipment.
- Educate customers on the proper operation, maintenance and safety of appliances and gas equipment.
- Prepare invoices of gas deliveries and service tickets.
- Accept payments from customers and prepare receipts.
- Operates company vehicles and equipment in a safe and efficient manner
- Inspects company vehicle daily and reports any problems according to established company policies and Federal Motor Carrier Safety Regulations.
- Promotes use of LP gas by suggesting additional uses to customers and relating the quality, service and dependability of UFC products and services.
- Maintains and repairs United Farmers Cooperative owned equipment.
- Available for night, weekend, and holiday after-hour calls.

- Must be physically able to use repetitive motion and be able to perform strenuous tasks such as lifting, carrying, and hiking over rough terrain while carrying equipment. Must be able to pull delivery hoses and fittings from Company vehicle to customer tank.
- Required to have a Class B CDL with air brakes, tank, and hazmat endorsements.
- Required to be CETP certified for basic and bobtail operations.
- Required to be mechanically inclined and a self-starting, motivated individual.
- Professional representation of the company through appearance and helpful attitudes.
- Ensure no product or customer problems result due to your service.
- Use extreme caution while driving on customer properties; drive slowly and watch for children, pets, animals, toys, flower beds, hedges and lawns to avoid damage to customers' buildings and properties.
- Notify supervisor and aid in resolving customer complaints promptly.

VISIONARY:

- Develop operational knowledge to assist in other departments
- Proactively identify areas of opportunity in Energy and collaborate with co-workers and management team to enhance efficiency and success.
- Continue to grow in personal knowledge of energy operations and United Farmers Cooperative locations and services and the cooperative business model to improve product recommendations and services to UFC's customers.

Disclaimer: This job description indicates the general nature and minimum level of work expected. It is not designed to cover every activity, duty, or responsibility required of the employee. The employee may be asked to perform other duties to the successful performance of the job.