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## Energy Service Tech – Adams, IL and Eastern Missouri

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**DIVISION:** Energy Department  
**REPORTS TO:** Service Manager

### **PURPOSE AND SUMMARY STATEMENT**

First and foremost, the Service Technician will provide safe installation and repairs of systems for the company's customers. Our commitment is to safety first.

Under the direction of Service Manager, accomplishes training required to gain the knowledge and skill to perform all service safely and to provide excellent customer service. The Service Technician will also serve as part-time delivery for the areas of refined fuels, propane and lubricants in a manner that is safe, efficient and timely.

### **ESSENTIAL JOB FUNCTIONS**

Performs service related to propane and refined fuel installations. All propane systems should follow the Propane Policy Manual.

Prepares and maintains records in accordance with regulations and company procedures. Documents all work performed on all equipment. Obtains customer signatures all work orders and receipts for pickup or delivery when required.

Drives truck to deliver Propane & Refined fuel to customers' homes or places of business.

Replaces outdated propane regulators at customers' homes or places of business.

Collects accounts from customers and records transactions on customer sales.

Every employee in the Energy Department is in Sales. Each employee should be willing to make calls on prospective customers to solicit new business and have the ability to speak to customers regarding contract, fill-up and other marketing programs.

Handles complaints promptly.

Completes regular activity reports.

Maintains company equipment according to company standards and performs routine maintenance on the equipment.

Adheres to the uniform policy, and maintains the appropriate professional image.

### **OTHER JOB FUNCTIONS**

Performs other duties as assigned.

## **REQUIREMENTS**

The Service Technician must reside within the geography assigned when employment opportunity is presented.

Requires CETP Certification or the ability to become certified within 3 months. Normally requires route delivery and sales experience to demonstrate organization and time management skills.

Understanding of energy products along with sales ability, account collection, record keeping, and reporting.

Proven ability to work independently and in a team-oriented environment.

Proven professional communication, persuasion, presentation, and customer service skills.

Demonstrated planning, organization, time management, and problem-solving skills.

Demonstrated math skills and the ability to calculate discounts, interest, commissions, proportions, percentages, area, circumference, and volume, etc.

Ability to operate the computer using ticket making software.

Demonstrated core competencies including business knowledge, collaboration, communication, customer focus, decision-making and skill development.

Must have and maintain a valid CDL license with Hazmat endorsement, be insurable to operate the required vehicle, and have the ability to travel independently.

Must pass a pre-hire drug and alcohol test and enroll in company random drug and alcohol testing program.

Must attend CETP training courses and achieve a passing score.

Must be willing to work hours beyond those considered "normal."

Frequently exposed to extreme weather conditions. Working conditions may occasionally include dust, fumes, chemicals, and electrical hazards with appropriate safety measures.