



Customer Experience Manager

Cherry Energy is seeking a representative who will provide world-class customer experience for our residential, commercial, and industrial customers for propane and fuel oil.

Responsibilities include but are not limited to:

- Excellent communication skills maintaining strict professionalism in all customer correspondence
- Ability to effectively deal with the demands and expectations of a high-paced, high volume operation; making quality decisions for customers based on company programs
- Answer initial and follow-up phone calls with customers-ability to take responsibility from start to finish
- Customer billing and accounts receivable support
- Responsibility for Cash Drawer
- Highly organized and self motivated individual
- Ability to organize and schedule with Microsoft Office (Outlook, Word, and Excel)
- Ability to support Cherry Energy dispatch(learning all functionality of our dispatch software)

Full Time Position with Benefits and Incentive Program

An opportunity to join one of Eastern NC's most progressive energy companies

TRAINING OUTLINE:

- TRAINEE-LEW LEWIS: (90 days to complete)
- Propane 101
- Propane 201
- CTEP
- iFuel program
- Level Payment Plan and Pre-Buy programs
- Tank Sizing- Chart
- What is a Good Fill- Chart
- Fireplaces- Masonry and Manufactured
- Gas pressures the difference between- Tank pressure, high pressure, low pressure.
- Intro to Smart Logics Delivery Tank Maintenance.
- DAY TO DAY INVENTORIES HULL ROAD
- INVENTORY WORKBENCH FUNCTIONALITY
- JOHN DEERE ACCESS AND ROLE WITH RESIDENTIAL CUSTOMERS
- WHSE INVENTORY-OIL-LP-FUEL PARTS
- LOADING RACKS AND FUNCTIONALITY-SAFETY CONCERNS TO BE WATCH
- C-STORE OVERVIEW AND CHERRY ENERGY RESPONSIBILITY FOR SITES
- DISCUSSION OF DEALERS SITES CHERRY ENERGY FUELS
- SUBMITTAL OF FUEL ORDERS AND REVIEW OF CREDIT STATUS
- SUBMITTAL OF WORK ORDERS AND FUNCTIONALITY
- TANK YARD INVENTORIES AND TRACKING
- A/R COLLECTIONS AND POLICY AND PROCEDURES
- CORPORATE/WORK ORDER/CALENDARS AND FUNCTIONALITY
- PRE-BUYS GALLONS; COMMERCIAL; RESIDENTIAL; COMPANY GALLONS REVIEW
- RIDE WITH DRIVERS FOR REAL TIME INTERFACE WITH HANDHELDS IN THE FIELD
- FUNCTIONALITY AND USE OF SMARTLYNX
- SMARTLYNX TRAINING VIDEO AND QUESTIONNAIRE
- OVERVIEW OF FACTOR AND DD
- OVERVIEW OF MONITORING IN THE FIELD
- ASSET TRACKING; REPORTING