

Mountain View Co-op
Job Description
Administrative Assistant –Refined Fuels/Propane

Job Purpose/Summary

This position is responsible for both patron and company Refined Fuels and Propane records, bookkeeping, customer service, and daily communications with Refined Fuels drivers, Propane Drivers and Propane Service Technicians.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES

Administrative Responsibilities

- Inputting and/or reconciling daily driver delivery tickets.
- Maintain and establish necessary filing system.
- Utilize software and procedures for Energy Force for scheduled deliveries and work orders.
- Utilizing software and procedures for Agvance for customer account information.
- Utilizing software and procedures for Pedigree Technologies One View GPS Tracking.
- Maintain Pricing for all accounts.
- Manage LIEAP Accounts.
- Assist with Dispatching of both Refined Fuels and Propane drivers.
- Complete Gross Margin Reports for Bulk Refined Fuels—for Bulk Dept. Manager.
- Complete Daily Rack Price changes and email to dealer stations (rebrands).
- G/L Code repair invoices and stock addition for tanks & parts as needed.

Accounting Responsibilities

- Responsible for daily deposit input.
- Responsible for Monthly/Annual inventory input.
- Follow and maintain company credit policy.
- Monitor customer accounts receivable on a regular basis (Past due watch list).
- Report any significant issues to supervisor as per company policy.
- Process stock additions and customer billing.
- Daily Position Report for all locations.
- Manifest management for fuel contracts.
- Placing Fuel orders on CHS refined fuels control room.

Customer Service

- Maintain and establish a positive experience for our customers, to include but not limited to: work area, personal hygiene & appearance, and maintain professional phone etiquette.
- Reconcile and report customer issues/concerns to supervisor.
- Communicate with customers regarding deliveries and work orders.
- Quote and take orders for wholesale fuel, bulk fuel and propane.
- Provide daily feedback to supervisor.

Other Areas of Responsibility

- Assist in any other duties that may be assigned to meet business needs.
- Assist in safety and compliance issues.

Qualifications/Requirements

Minimum Education: High School Diploma
 Minimum Experience: 2-5 years bookkeeping or Administrative Assistant
 Knowledge/Skills/Abilities: Excellent Customer Service Skills, including phone etiquette
 Computer Skills (Word, Excel, & PP)
 Training provided for: Agvance, Energy Force, & Pedigree
 Must be organized and detail oriented
 Basic math skills and Business Finance helpful

Mental & Physical Demands

Sitting	80%	Reaching	Some
Standing	10%	Manual Dexterity	Frequent
Walking	10%	Telephone	Frequent
Kneeling	Some	Computer Screen	Frequent
Bending	Some	Lifting	Some/30lbs.

Some standing and walking around the office. Sitting for extended periods of time and telephone work. Must be able to lift 30 lbs.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as a complete list of responsibilities, duties, and skills required for the position.

Employee: _____

Date: _____

Supervisor: _____

Date: _____

Human Resources: _____

Date: _____