



## **EMPLOYMENT OPPORTUNITY – CUSTOMER CARE SPECIALIST**

### **THE COMPANY**

Harvey's Oil Ltd. is a market leader in both the home heat and industrial/commercial lubricant industry in Newfoundland and Labrador and is now a part of the local mini-split business in the community. Through the company's partnership with Petro-Canada Lubricants Inc., Harvey's Oil Ltd. has experienced significant growth in its industrial lubricant, light and base oil division while maintaining its customer service focus in home heat. Specifically, the lubricants division sells to the fishing, offshore, mining, manufacturing, construction, food and automotive industry.

### **EMPLOYEE OFFERINGS**

When becoming an employee with A. Harvey Group of Companies some of the employee offerings you will be eligible for are the following:

- Defined Contributions pension plan
- Robust Benefits plan through Blue Cross
- 10 Paid personal leave days per calendar year
- Corporate Wellness Policy
- Statutory and other provincial holidays totaling 15 paid days per calendar year
- Internal Short Term sick leave program
- Education reimbursement policy
- Paid vacation starting at 3 weeks

### **THE ROLE**

Harvey's Oil Ltd. has an opening for the position of a full-time, permanent Customer Care Specialist located at our office at 87 Water Street, St. John's.

As a member of the sales team, the Customer Care Specialist is fully responsible for supporting the sales team in the retention of current customer's accounts/addresses, acquiring of new home heating accounts, commercial fuel accounts and increasing the current customer's value as directed by the Sales Manager.

The role of the Customer Care Specialist will have many responsibilities, which include but are not limited to the following:

- To provide efficient, professional and courteous customer service;
- Be a team player to help the sales team achieve its targets;
- Deliver targets assigned in sales contests;
- Sell Service Maintenance Plans to our customers base 12 months of the year;
- Sell tanks, equipment, and OFB rental agreements;
- Sell Automatic payments, delivery and sign up customers for e-billing;
- Real Estate contact for conditionally sold houses for non-Harvey's Home Heating customers;
- Call customers as requested by the sales manager to increase customer value;



- Connect with dormant accounts through cold calling to generate leads for business development;
- Obtain new account lead/sales calls and forward to appropriate applicable sales representative;
- Track and document all sales leads;
- Provide and organize tank certificates of registration for all sales representatives.
- Manage the no oil call lists;
- Manage database of expiring tanks;
- Answer inbound phone calls as part of the phone queue;
- Other duties as required.

### **THE CANDIDATE**

The ideal candidate will have the following:

- Post-secondary education in business/computer/office management; supplemented by practical business experience or some combination of both;
- Past sales experience would be an asset;
- Ability to provide professional and courteous service in any scenario;
- Effective written and oral communication skills;
- Data Entry skills;
- Strong attention to detail;
- Self-confident individual with strong organizational skills that can prioritize and manage multiple tasks and deadlines in an efficient manner;
- Proficiency in computer applications including Microsoft Office Suite, Microsoft Outlook Calendar, Adobe, Google Docs;
- Self-confident individual with strong organizational skills that can prioritize and manage multiple tasks and deadlines in an efficient manner;
- Ability to understand and work with diverse groups of people and clients;
- Teamwork skills that support a team based operation;
- Ability to work with minimum supervision.

Individuals interested in applying for this position should send a resume by August 9<sup>th</sup>, 2024 to:

**Harvey's Oil Ltd.**  
**87 Water Street**  
**St. John's, NL A1C 5X3**  
<https://harveyshomeheating.ca/>  
**Email: [humanresources@aharvey.nf.ca](mailto:humanresources@aharvey.nf.ca)**

Harvey's Oil Ltd. is an equal opportunity employer; however only those selected for an interview will be contacted.