



## **EMPLOYMENT OPPORTUNITY – CUSTOMER SERVICE REPRESENTATIVE**

### **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
- 12 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 Service Representative located in our office at 87 Water Street, St. John's. The Customer Service Representative will be responsible for managing a high volume of incoming calls, processing oil delivery and service requests, and responding to customer inquiries in accordance with Harvey's Oil company policies.

Specific responsibilities of this role include but are not limited to the following:

- Managing a high volume of incoming daily calls;
- Process oil delivery and service requests;
- Respond to customer queries;
- Identify and escalate customer concerns;
- Document customer feedback;
- Support execution on all projects;
- Provide coverage for front desk reception as required; and
- General administrative duties as required



## **THE CANDIDATE**

The ideal candidate will have the following:

- A high school diploma or post-secondary education in secretarial/computer/business/accounting; supplemented by practical business experience or some combination of both.
- Exceptional customer service skills.
- Ability to provide professional and courteous service in any scenario;
- Effective written and oral communication skills;
- Dependable with proficient attention to detail;
- Data entry skills;
- 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;
- Excellent verbal, written, and interpersonal skills;
- Proficiency in computer applications; and
- Experience handling and balancing cash.

Individuals interested in applying for this position should send a resume by April 25<sup>th</sup>, 2025 to:

**Harvey's Oil Ltd.  
87 Water Street  
St. John's, NL A1C 5X3  
Fax: (709) 726-8044  
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.