



EMPLOYMENT OPPORTUNITY – PROPANE DISPATCHER

THE COMPANY

Harvey's Oil Ltd. has been an industry leader in providing reliable home heating services for generations. Currently employing more than 50 people, their current service offerings include home heating, industrial lubricant and diesel delivery services to roughly 7,000 customers in the Greater St. John's area and island wide. In response to changing customer dynamics, the company recently expanded into offering heat pumps, mini-splits and propane delivery. The company is continuing to grow and maintains a strong focus on innovation and the adoption of new technology and is committed offer quality local customer service. Harvey's Oil Ltd is a joint venture partnership between A. Harvey & Co Ltd. and Petro Canada.

We are now entering the Commercial and Residential Propane Delivery and Service category.

EMPLOYEE OFFERINGS

When becoming an employee with Harvey's Oil Ltd. 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
- Free Employee Parking.

THE ROLE

Harvey's Oil Ltd. has an opening for the position of a full-time, permanent Propane Dispatcher located in our office at 87 Water Street, St. John's. Specific responsibilities of this role include but are not limited to the following:

- Act as point of liaison for customers, technicians, and drivers to complete work orders to ensure customer is at house in advance of technician/driver arriving.
- Take calls for technicians and drivers and issue request by call, fax, or email to contractors as needed.
- Set up propane tanks, propane rentals, and Parts Protection Plan (PPP) on customer accounts in Info-Sys if inspection has been completed/passed as indicated on invoice.
- Schedule, confirm, and send over work orders for CSA Propane / B&C Propane.
- Log any service requests on system that may involve resolving safety issue or equipment maintenance or repair.
- Monitors all parts ordered for certain customers, and follows up with customer for scheduling installation when parts arrive.



- Maintain annual cleaning list for eastern contractors as required for insurance Claims. (quarterly), and issue service contractor if required.
- Dispatch service contractor for cylinder exchange program.
- Enter work orders received during off-hours into System as received by contractor for fuel/dispatch.
- Review incoming contractor service invoices for accuracy (check part numbers and pricing), sort in numerical order, sort by chargeable and non-chargeable invoices, and follow-up if needed with contractors.
- Perform weekly calls to contact customers that need to have their tanks replaced to schedule.
- Email request to credit department for approval of large work orders.
- Confirm customer account information and other related information when requested by contractor for purpose of insurance or billing.
- Schedule quoted jobs as received from Sales Representatives for propane only by scheduling jobs in same area together, whenever possible.
- Contact contractor's minimum of twice daily to understand status of propane work completed to order propane delivery for installations completed and to maintain customer communications for work scheduled and not yet completed
- Perform customer follow-up calls when requested by technicians; calls are prioritized based on urgency of request (e.g. safety related requests handled first).
- Escalates customer technical service concerns to Division Manager for direction as required.
- Source parts from suppliers and email customer quotes to get sign-off on price.
- Other duties as required.

THE CANDIDATE

The ideal candidate will have the following:

- High School Diploma required
- Three (3) to five (5) years of relevant work experience as a dispatcher or customer service.
- Must be reliable with good attitude and employment record
- Knowledge of heating equipment – an asset.
- Excellent verbal communication and listening skills.
- Exceptional customer service and conflict resolution.
- Must have a high level of accuracy and well-developed data entry skills
- Strong computer skills with proficiency in Microsoft Office
- Ability to work in fast paced environment.
- Ability to work in a fast paced, multitask environment.
- Ability to provide professional and courteous service in any scenario.
- Ability to meet lifting requirements of the role.
- Ability to work on a flexible schedule based on business requirements.
- Ability to effectively manage time and meet deadlines.
- Ability to work with minimum supervision.
- Good Attention to Detail Skills
- Ability to understand and work with diverse groups of people and clients.



Individuals interested in applying for this position should send a resume by Monday October 13th, 2025 to:

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

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