



## CUSTOMER SERVICE BUSINESS SUPERVISOR - WILLIAMSVILLE, NY

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National Fuel is currently seeking a **Customer Service Business Supervisor** for an outstanding career opportunity in our **Consumer Business** department located at our corporate headquarters in **Williamsville, NY**. As a member of the National Fuel team, you will enjoy an exciting and challenging work environment where top performance is recognized and rewarded.

### PRIMARY RESPONSIBILITIES:

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- Direct Supervision of hourly customer service employees
- Ensuring compliance with state regulations, service quality performance goals, customer accounting and other back office functions
- Regular contact with customers to resolve escalated situations and to ensure appropriate customer service levels

### MINIMUM QUALIFICATIONS:

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- Bachelor's Degree
- Advanced proficiency in Microsoft Excel
- Exceptional customer service, communication, and problem solving skills
- Ability to adapt quickly to changing situations
- Ability to work independently as well as in a team environment
- Prior success in a supervisory/leadership capacity
- Demonstrated analytical skills
- Ability to work 9:00 AM – 6:00 PM once training is complete

### PREFERRED QUALIFICATIONS:

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- Bachelor's degree with a concentration in Business Administration or related field
- Prior experience with SAP Technologies

### ABOUT NATIONAL FUEL:

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National Fuel is a diversified energy company headquartered near Buffalo, NY. Our employees continue to be the most important part of our Company and have made us who we are today. We are dedicated to the communities in which we live and work and have nearly 2,000 employees in Western NY and Northwest PA. National Fuel is proud to have an inclusive workplace where diversity is valued, hard work is rewarded and promotion from within is supported. We offer exciting career opportunities for talented and ambitious job seekers and encourage you to apply today.

### COMPENSATION AND BENEFITS:

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The rate of pay for the Customer Service Business Supervisor will be commensurate with experience.

National Fuel offers a comprehensive benefits package including the following:

- Medical and Prescription Drug Coverage
- Dental Coverage
- Vision Coverage
- 401(k) with Company Match
- Company Funded Retirement Savings Account
- Flexible Work Schedule
- Paid Time Off
- Paid Company Holidays
- Parental Leave for Mothers and Fathers
- Tuition Reimbursement
- Life Insurance
- Long Term Disability Insurance
- Flexible Spending Account
- Charitable Giving Programs

### HOW TO APPLY

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Any candidate offered a position with National Fuel will be required to successfully complete a pre-employment drug test. For confidential consideration, please submit your resume and cover letter (preferably in PDF format) by **June 20, 2018** to:

National Fuel  
#18-023NY  
P.O. Box 2081  
Erie, PA 16512  
[jobs@natfuel.com](mailto:jobs@natfuel.com)

Please reference position **#18-023NY** in the subject line of your email

**EQUAL OPPORTUNITY EMPLOYER MINORITIES, WOMEN, DISABLED, PROTECTED VETERANS**